

REPORT OF RESULTS OF THE 2007 CITIZEN SURVEY

EIGHTH PERIODIC SURVEY OF PUBLIC ATTITUDES TOWARD THE WASHINGTON STATE PATROL:

Focus on Racial Profiling and Aggressive Driving and Longitudinal Assessment, 1992 – 2007

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2007 WSP Citizen Satisfaction Survey Report

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- **1. INTRODUCTION**

This report is the eighth in a series of Washington State citizen assessments of the performance of the Washington State Patrol. As with the previous assessments, this survey was conducted by mail. The survey sample was selected randomly from 10 universes of potential respondents: Citizens who were cited (arrested) by the WSP; citizens to whom the WSP issued written warnings; citizens who received verbal warnings; citizens who were searched by WSP troopers; citizens who were rendered assistance by troopers; four autonomous patrol areas of high minority contacts (Kelso, Sunnyside, Highway 99, and South King County); and a random cross-section of Washington State residents.

The purpose of the survey was twofold: 1) to provide the WSP with feedback concerning citizens' current opinions and attitudes about troopers; and 2) to offer a longitudinal comparison of how those opinions and attitudes have changed over time. It should be noted that some changes have been made to the 2007 questionnaire items that may preclude a full comparison between 2007 and prior years; nevertheless, the key questions remain the same and can be used for trend analysis. In addition, the sampling procedure allows for comparisons between those who have been sanctioned by the WSP (citation, search, etc.), those who have been assisted by the WSP, and a random sample of Washington State citizens who may or may not have had recent contact with the WSP.

Each survey in the series has featured a new topic area that is of interest to the WSP at the time of the survey. The featured topic area in the 2007 survey is road rage and aggressive driving. The survey contained items asking respondents to indicate the extent to which these behaviors are a problem in Washington, and to report their

perceptions of the effort that WSP has invested in addressing these problems. The 2007 survey also included a question tapping citizens' attitudes about whether or not the WSP uses driver race as a basis for making traffic stops. The inclusion of this question allows for ongoing monitoring of the public's attitudes about the incidence of racial profiling by the WSP.

Though the bulk of the survey was quantitative in nature, there was a qualitative aspect as well. Respondents had several opportunities throughout the survey to provide written elaborations on their views about road rage and aggressive driving, about their satisfaction with WSP services, about biased policing, and about other traffic- and driving-related issues. These comments were analyzed to determine if common themes emerged; that is, whether large groups of respondents wrote about the same problem(s). Ten such themes emerged from this analysis: 1) concern was expressed about road rage and aggressive or reckless driving; 2) problems were noted with semi-truck drivers; 3) concerns about under-enforcement of traffic laws by the WSP were expressed; 4) overly-lenient treatment of traffic law violators by the legislature and/or courts were cited; 5) citizens' views on WSP ticketing practices were noted (e.g., the belief that quotas guide troopers' discretion); 6) biased policing was noted; 7) confusion regarding the WSP's mission and function as a law enforcement agency was expressed; 8) concern was voiced regarding limited visibility and level of service that the WSP provides in areas where some people drive; 9) there was disappointment in troopers' demeanor and respectfulness; and 10) attitudes about the professionalism and overall effectiveness of the WSP were described. The results of the content analysis will be summarized in Part 4 of this report, and the full analysis is located in Appendix B.

2. METHODOLOGY

2.1 The Survey Instrument

The quantitative portion of the analysis is based on an 8-page mail survey containing 41 questions, many of which contained sub-questions. Most of the questions were Likert-type scales (such as 5-point scales ranging from “strongly agree” to “strongly disagree”) or required dichotomous “yes/no” answers. The majority of the 2007 survey items were replicas of the items used in prior surveys, with the main exception being the addition of two items regarding the problems of aggressive driving and road rage. A copy of the 2007 survey instrument is located in Appendix A of this report. The survey first page served as a “cover letter” setting forth an appeal for citizen engagement in the survey, and notifying the potential survey participant of the protections of confidentiality provided by the Washington State University Institutional Review Board (WSU IRB).

In addition to these quantitative elements, the questionnaire had a qualitative component wherein citizens were asked throughout the survey to write their thoughts and opinions about WSP in general, about specific encounters with troopers (both positive and negative), and any other comments they wished to make. Over 25% of respondents wrote such comments, and those comments that were pertinent to the WSP¹ and that fit in with common themes identified by other respondents were included in a content analysis reported in this report (Appendix B features 11 “themes” extracted from that analysis).

¹ Many respondents remarked on things such as their gratitude for the opportunity to express their opinions about the WSP, praise and criticism about survey instrument itself, etc. While interesting in their own right, those comments that did not directly pertain to the mission of the WSP and agency performance were not included in the analysis.

2.2. Sample Selection and Mailing Procedures

As mentioned above, survey respondents were selected from 10 populations: Citations (arrests); written warnings; verbal warnings; searches; SIPA assists; four high minority contact APAs; and the general population of Washington residents. The samples of residents who had experienced contact with the WSP in the past 12 months were drawn from State Patrol road contact files and addresses for the contacted citizens were provided by the Washington State Department of Licensing's motor vehicle records division. The four APAs selected for inclusion in the survey were chosen based on the results of traffic stop data collected in the ongoing WSP racial profiling study. Initial analyses of the traffic stop data indicated that there may be racial imbalances in traffic stops in these APAs and they were therefore selected for participation in the citizen survey for the purpose of gathering more data on this possible problem.

The mailing procedures were conducted based largely on the design put forth by Dillman (2000).² These procedures are designed to maximize mail survey response rates and they include strategies such as mailing multiple waves of the survey and including with the survey a formal greeting from the researchers that stresses the importance of each respondent's individual opinions and perceptions. High response rates are important to ensure that the final sample of survey respondents matches the general population. If the sample does reflect the population from which it is drawn, then conclusions can be reached and generalizations inferred about the population as a whole; if the makeup of the sample is markedly different from that population, then the conclusions drawn from

² Dillman, D. A. (2000). *Mail and Internet Surveys: The Tailored Design Method* (2nd ed.). New York: John Wiley Co.

the sample cannot be generalized directly to that population. Erroneously generalizing findings from a non-representative sample to the population from which that sample was drawn can result in inaccurate and faulty conclusions about the population. The breakdown of response rates for the 2007 survey is located in Table 1.

Table 1. Response Rates for 2007 WSP Citizen Survey

Original Sample	11,027	General Citizen	3,500
		Contact Sample	7,527
Valid Addresses*	9,751	General Citizen	3,343
		Contact Sample	6,408
Refusals	47	General Citizen	28
		Contact Sample	19
Complete Responses	2,569	General Citizen	1,168
		Contact Sample	1,401
Total Response Rate**	26.3%	General Citizen	35%
		Contact Sample	22%

* Total sample minus bad addresses and deceased persons

** Complete responses divided by valid addresses

Unfortunately, the WSP citizen survey response rates have been falling over time. In 1992, the first year of the survey, the total response rate for the statewide random sample was 53%, which is considered very good for this type of survey. Since 1992 the rates of response for each of the seven surveys of randomly selected households were as follows: 1993 = 56%; 1994/5 = 42%; 1995/6 = 56%; 1998 = 44%; 1999/2000 = 38%; 2003 = 36%; and 2007 = 35%. The relatively low response rates for the 2003 and 2007 surveys introduce the potential for problems in our analyses and hinders (or outright

precludes) meaningful interpretations and conclusions about some statistical results. To assess the degree to which the mail survey findings can be regarded as an accurate snapshot of public attitudes, a systematic “return to sample” follow-up telephone survey of non-respondents was conducted. The results of this follow-up survey are reported in the following subsection. Fortunately, the results of that important follow-up effort produced strong evidence that the survey findings reported from the statewide citizen survey are indeed an accurate representation of the state of thinking of citizens in the state of Washington.

2.3. Cautionary Note Regarding Response Rates and Sample Sizes

While the response rate for the statewide random sample of Washington residents (35%) was not markedly lower than the mean response rates for other mail surveys of this type, the response rates registered for the other sampled categories were considerably lower in several cases. These other response rates ranged from 16.4% (Highway 99 sample) to 30.6% (statewide written warnings). Response rates of these magnitudes present two distinct types of problems for our analysis. First, there is a danger that the people who returned completed questionnaires are systematically different in some way from those who did not respond. Second, the final sample size of survey respondents in some categories of interest to us is too low to permit meaningful statistical analyses because the statistical logic of the analyses we would wish to perform require moderate-to-large sample sizes. Both of these issues is addressed in appropriate detail in the section to follow.

2.3.1. “Return to Sample” Telephone Survey of Non-Respondents

In order to argue that the respondents to the statewide mail survey are representative of the state’s population despite a relatively low rate of response it is necessary to demonstrate that survey **non-respondents** do not differ systematically from those citizens who participated in the survey. Should the non-respondents prove to be markedly more or less favorable in their viewpoints regarding the WSP, it would have to be determined that the results reported here represent a “biased” sample. In order to perform this assessment of potential bias a random sample of non-respondents was contacted by telephone and asked to answer a subset of questions drawn from the mail survey. Data collection took place in late July and early August until **100 completed telephone interviews** were logged by staff in the Division of Governmental Studies and Services. This effort produced the following results:

QUESTIONS	Mean Responses	
	Mail Survey	Telephone Follow-up
Overall, the WSP does a good job of performing its mission. (5-pt. scale)	4.02	3.98
In general, the WSP troopers treat citizens with respect. (5-pt. scale)	3.87	3.89
The WSP Typically Treats citizens the same regardless of their ethnic background. (5-pt. scale)	3.71	3.65
I am quite satisfied with those services provided by the WSP with which I am familiar. (5-pt. scale)	4.01	3.90
How well do you think the WSP is addressing aggressive driving? (5-pt. scale)	2.46	2.43
How well do you think the WSP is addressing road rage? (5-pt. scale)	2.59	2.51
To what extent do you believe that WSP Troopers engage in racial profiling when They stop drivers? (3-pt. scale)	2.21	2.15

These results indicate unequivocally that the statewide mail survey results are indeed representative of the citizens of the state. **Virtually identical** results were attained from both the mail survey and the follow-up telephone interviews conducted with survey non-respondents. This is a *very important finding* for two reasons; first, because it indicates that the descriptive analyses presented in this report are indeed representative of statewide patterns of citizen assessment of the WSP and its troopers. It is also important because it suggests that the multivariate inferential statistical analyses to be presented below are performed on solid, representative survey data.

2.3.2. Data Categorization to Ensure Sufficient Respondents in Each Sample Type

The issue remains that the absolute number of respondents from some sample categories is too low for detailed study in some areas. Statistical analyses conducted on such small samples are dangerous because the derived estimates of association or statistical effects are unstable — meaning that just a few additional respondents with different opinions could drastically change the results of the analyses being conducted. To guard against this type of problem as much as possible, the full sample was analyzed not as 10 separate subsamples as was originally intended, but instead as three principal subsamples.

The first subsample (termed *Random*) contained respondents from the statewide random survey. The second subsample (labeled *Sanctions*) included those respondents who were selected from the WSP's list of persons who have received a citation or a warning (written or verbal) from or been subject to search by a WSP trooper in the past 12 months. The third subsample (labeled *Assists*) consisted of respondents who had

received SIPA assists (self-initiated physical assists) from troopers in the 12 months prior to the survey. This strategy of trichotomizing the sample allowed for a comparison between the general statewide respondents, people who have been sanctioned by the WSP, and people who have received citizen-initiated assistance from troopers. The sample sizes in each category are larger than they would be if all 10 original categories were employed, which allows for far more confidence in the statistical results. From this arrangement of subtypes of survey respondents, it could be determined whether there are systematic differences in citizens' attitudes about the WSP based on whether or not they have had contact with troopers and, if so, what type of contact it was.

3. RESULTS: QUANTITATIVE ANALYSES

3.1. Sample Demographics

The survey sample closely resembled the Washington State population on some important characteristics, and differed somewhat on others. The mean age of the survey respondents was 54.18 (median = 54.0; minimum = 19; maximum = 97; standard deviation = 15.11). Their mean education level was 4.38, which fell between the 4 = "some college or trade school" and 5 = "college graduate" categories and means that the average respondent has had some college education. The mean reported annual family income before taxes was 4.88 (median = 5), putting the average respondent in the range of \$40,000 to \$70,000 (4 = "\$40,000 - \$55,000"; 5 = "\$55,001 - \$70,000"). Sixty-five percent of the sample was male. With regard to race, 88.2% reported being white and

11.8% were nonwhite.³ The average number of months respondents had lived in Washington was 442.56, or about 37 years (minimum = 2; maximum = 1128; standard deviation = 237.218). (See Table 2 for a comparison of survey respondents to the Washington State population as reported on the 2000 U.S. Census.) Overall, older persons, males, Caucasians, persons with college degrees, and persons of higher income are slightly overrepresented in the survey sample. This point should be kept in mind when interpreting and drawing conclusions about the survey results.

Table 2. Demographic Make-up of Survey Respondents in Contrast to State Census Reports

	<i>WSP Sample</i>	<i>Washington Population (2000 U.S. Census)</i>
Age	Median = 54.0	Median = 36.7
Sex	65.0% male	49.7% male
Race		
White non-Hispanic	88.2%	77.1%
Latino	3.8%	8.8%
African American	1.9%	3.5%
Native American	3.2%	1.7%
Asian	3.4%	6.4%
Other nonwhite	4.8%	3.7%
Education		
Percent age 25+ with college degree	45.9%	30.1%
Income	Median = \$55,001 - \$70,000	Median = \$48,438

³ While combining all minorities into a single “nonwhite” category is not a preferable practice, there were too few minority survey respondents to separate them out into categories such as black, Latino, etc.

3.2. Citizens' Overall Attitudes about the Professionalism, Reliability, and Competency of WSP Troopers

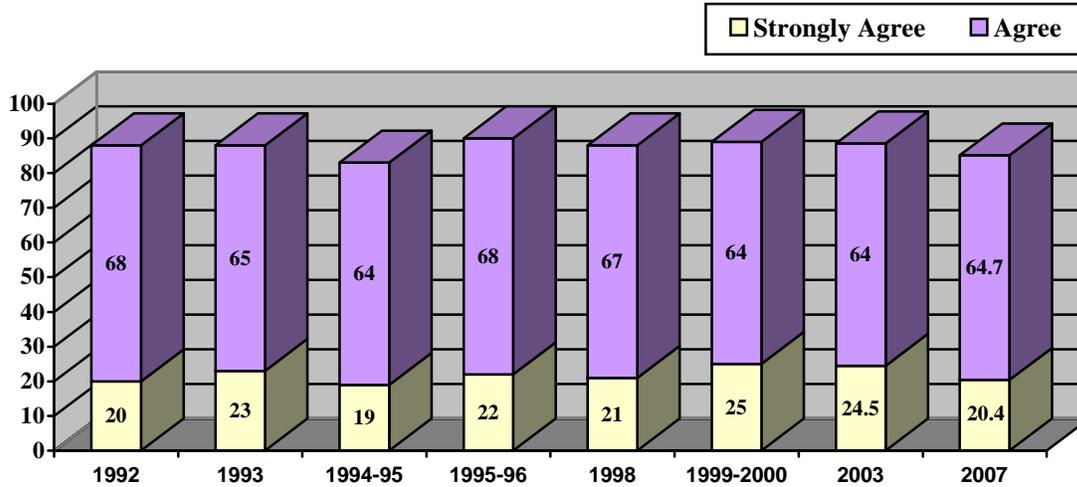
Several items on the 2007 WSP citizen survey instrument tapped into citizen perceptions of the overall performance of the agency and the demeanor, level of professionalism, and degree of competency of Washington State Patrol troopers. Each of these survey items was presented along with a 1 – 5, Likert-type scale for the recording of citizen attitudes, where 1 = *Strongly disagree*, 2 = *Disagree*, 3 = *Undecided*, 4 = *Agree*, and 5 = *Strongly agree*. The following subsections of this report display the following types of information and statistical analyses derived from the 2007 rendition of the WSP statewide citizen survey: 1) the results for these questions in the 2007 survey compared to the results reported from the prior seven WSP citizen surveys beginning in 1992 and going through 2003; and 2) both descriptive and multivariate inferential analyses of the 2007 results.

3.2.1. Support and Regard for WSP Troopers over Time

This section of the report provides findings regarding a trend analysis conducted on survey respondents' overall beliefs about the performance of the Washington State Patrol as a law enforcement agency. Figure 1 on the following page displays the percentage of survey respondents taking part in the statewide random sample surveys for each year who either agreed or strongly agreed with the statement that “the WSP does a good job of performing its mission.”

Figure 1. “Overall, the Washington State Patrol does a good job of performing its mission”

(2007 Statewide Random Sample valid n⁴ = 1,105)



It can be seen in Figure 1 that while agreement with the statement that the WSP does a good job performing its mission has fluctuated to some limited extent over the years, the degree of fluctuation is minor and the vast majority of respondents from year to year have agreed or strongly agreed with the statement that the WSP “does a good job of performing its mission.” The only noteworthy change from 2003 to 2007 was a 4% drop in the number of people who marked “strongly agree,” though this slight drop-off was not mirrored in the percentage of respondents who marked “agree.”

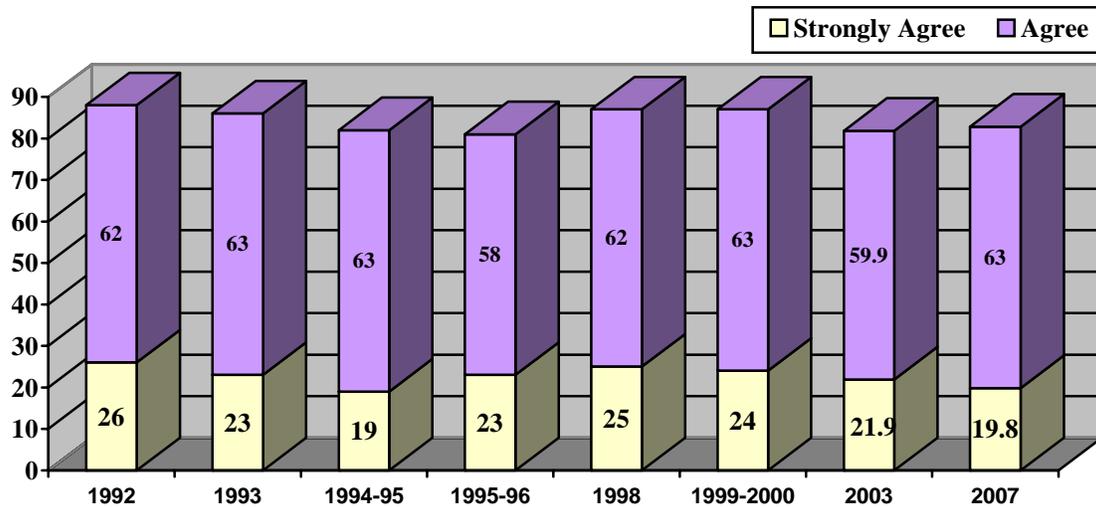
To place these findings of persistent citizen service ratings **above 80%** positive assessment in proper perspective it is instructive to note the work of Thomas Miller and Michelle Miller [“Standards of Excellence: U.S. Residents’ Evaluations of Local Government Services,” *Public Administration Review*, Vol. 51, No. 6, pages 503-515,

⁴ The “valid n” represents the number of survey respondents who answered the question; any respondents who did not answer the question are excluded from the valid n. The valid n changes from item to item because the number of respondents who skipped different items varies. All percentages in this report are based on the valid n rather than on the total sample because it is more informative to analyze only those respondents who answered the question and to omit those who left it blank.

507] published in 1991. The Millers compiled findings from surveys collected among 215,000 citizens by 261 local governments and noted that there was remarkable stability and consistency of government service ratings across these many studies. The vast majority of ratings fell in the range of 65%-75% positive; they noted that ratings in the 80%+ range were “rare.” The registering of consistently high citizen ratings by the WSP does indeed suggest that a strong commitment to excellence in carrying out citizen contacts and performing the mission of the agency does characterize the agency.

Another item of overall assessment was the question asking respondents whether or not they agreed that WSP troopers are inclined to treat citizens with respect. Figure 2 contains the breakdown for this item for the 2007 survey and for all prior surveys.

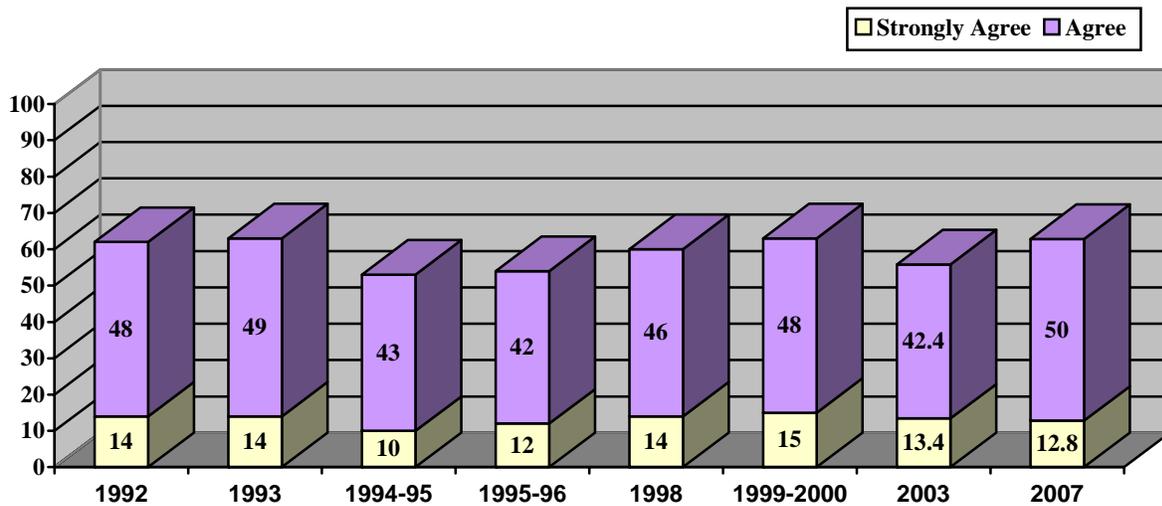
Figure 2. “In general, Washington State Patrol Troopers treat citizens with respect”
(2007 Statewide Random Sample valid n = 1,096)



Here, as with the previous item, the trends have fluctuated over time somewhat, but the overarching conclusion is that people overwhelmingly feel that WSP troopers do, in fact, generally treat citizens with respect. Since 1998, there has been a small but steady decline in the percent reporting strong agreement with the statement, but the percent reporting more moderate agreement has remained the same. Just under 14% of

the 2007 survey respondents indicated that they were undecided about whether WSP troopers treat citizens respectfully. A third item in the survey over time asks respondents whether WSP troopers generally treat all citizens the same regardless of their ethnic background. Figure 3 contains the time-trend results for this important survey item.

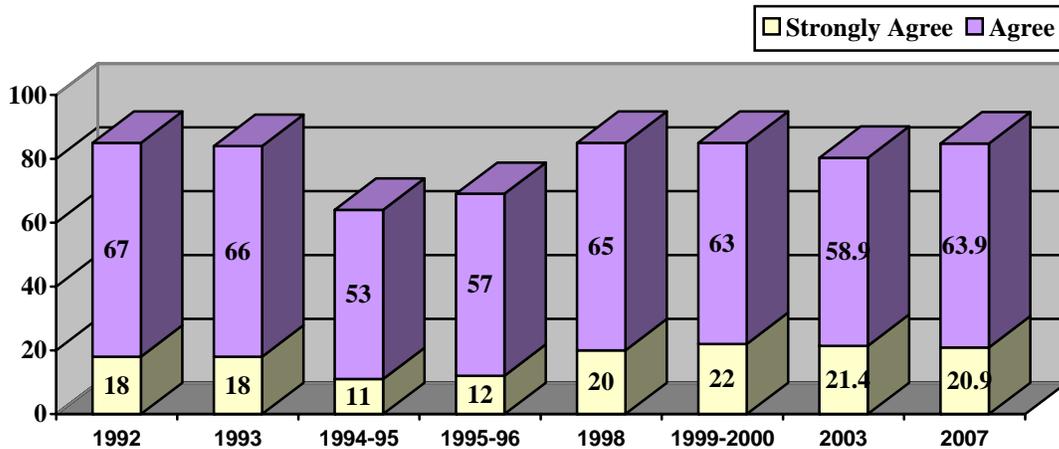
Figure 3. “The Washington State Patrol typically treats citizens the same regardless of their ethnic background” (2007 Statewide Random Sample valid n = 1,025)



A strong majority of respondents have, over time, agreed or strongly agreed with the ethnic neutrality statement; however, there was clearly an element of ambivalence among the public regarding ethnic neutrality evidenced in the 2007 survey that was not present in the previous two survey items. Thirty-three percent of 2007 respondents were undecided about whether WSP troopers treat people of all ethnic groups equally, meaning that a full third of the public may be unsure what to think when it comes to racial or ethnic bias in policing. Thus, while the majority of Washington State citizens appear to believe that the WSP does not discriminate based on ethnicity, there is still a substantial amount of doubt about the evenhandedness of treatment for persons of all ethnicities. A fourth item that has appeared on the survey over the years is a question asking how

satisfied respondents were with the services of the Patrol with which they were familiar. The percent marking “agree” and “strongly agree” are presented in Figure 4.

Figure 4. “I am quite satisfied with those services provided by the Washington State Patrol with which I am familiar”
(2007 Statewide Random Sample valid n = 1,076)



As with the prior items, the clear majority of respondents were satisfied with the services provided by the Patrol. The bulk of those respondents who were not satisfied fell into the “undecided” category — 11.6% of the statewide random sample respondents reported being undecided about their level of satisfaction with WSP services. Much of this indecision is likely the result of respondents simply not having had contact with troopers and not really having any reasoned opinion about the WSP. Numerous respondents wrote on their questionnaires that they did not have enough information about the WSP to form an opinion. [The telephone interviews with non-respondents confirm this same sentiment.] There were also many people who wrote comments that indicated confusion about the precise function of the WSP and confusion about just what services the agency provides. It may be, then, that those citizens who are supposedly “undecided” actually have never received service from WSP troopers and therefore cannot report their level of satisfaction.

3.2.2. Support & Regard for WSP Troopers across Samples: Descriptive Analyses

The 2007 survey featured several items designed to target global perceptions of the general performance of the WSP, and these items were combined to form a summed scale. This scale was labeled *Evaluate*, and the survey items contained within this multi-item scale are listed in Table 3. The *Evaluate* scale represents the sum of the individual items, and it ranged from a minimum of 9 to a maximum of 45. The scale mean was 34.76 (sd = 5.68), indicating that respondents, in general, expressed quite high levels of support and regard for troopers.

Table 3. Items contained in the *Evaluate* Scale

<i>Item</i>	<i>Mean</i>	<i>Standard Deviation</i>	<i>Factor Loading⁵</i>
Overall, the WSP does a good job of performing its mission	3.98	.741	.828
In general, WSP troopers are attentive to the questions and concerns of citizens	3.79	.805	.833
In general, WSP troopers treat citizens with respect	3.91	.816	.865
The WSP typically treats citizens the same regardless of their ethnic background	3.62	.861	.714
In general, WSP troopers are reliable	3.99	.686	.836
In general, WSP troopers are responsive to local issues	3.68	.766	.717
In general, WSP troopers are competent	4.01	.670	.823
I am quite satisfied with those services provided by the WSP with which I am familiar	3.91	.811	.825
<i>Evaluate</i> Summed Scale	34.76	5.68	alpha = .92

⁵ A factor loading is a measure of how well each item in a scale relates to the other items in that scale; that is, how well the items fit together to form a single scale. Factor loadings greater than .4 are considered good—that the lowest loading here is .7 indicates that these items correspond closely to one another. The scale alpha is also a measure of the internal consistency of the scale. Alphas exceeding .7 are considered good, and the alpha reported here of .92 is very good.

The next step to be addressed in the analysis was to determine whether a survey respondent’s score on *Evaluate* was a function of the group in which they are categorized; in other words, we need to determine whether the random sample of the population expressed different views about the WSP than did either one of the two samples of WSP-contacted citizens. To accomplish this step the *Evaluate* scale was divided into three parts: Low scores, mid-range scores, and high scores.⁶ The percent of respondents who fell into each category is listed in Table 4.

Table 4. Percent of Respondents who score High, Medium, and Low on *Evaluate*

<i>Sample</i>	<i>Score</i>	<i>Percent</i>	<i>n</i>
Total	High	13.8	315
	Medium	71.5	1,536
	Low	14.7	296
Random	High	14.9	141
	Medium	73.5	697
	Low	11.6	110
Sanctions	High	12.8	132
	Medium	70.0	724
	Low	17.2	178
Assists	High	13.5	19
	Medium	70.9	100
	Low	15.6	22

Also reported in this table are the percentage breakdowns for each of the three respondent types. From this breakdown, it can be seen that respondents did not differ markedly based on their group. Between 70% and 75% of all survey respondents and of

⁶ Low scores were those that were at least one standard deviation below the mean, high scores were those that were at least one standard deviation above the mean, and medium scores were in between.

respondents in each subsample scored in the medium range of the scale. The only cases that appeared as though they may be different across subsamples were the percent of respondents expressing low levels of support for the WSP. Further analyses of these respondents (not shown)⁷ indicated that the differences between the subsamples on *Evaluate* were not sufficiently large to warrant the conclusion that there are meaningful differences between the respondents in each category. This conclusion is, of course, tempered by the small number of respondents in the *assist* sample. It does appear, though, that respondents who have been sanctioned or assisted by troopers rate the WSP’s overall performance roughly the same as do those respondents who were randomly selected from the general population.

Another pertinent question is whether respondents differ on *Evaluate* as a function of their racial background. Table 5 contains the racial breakdown for *Evaluate*.

Table 5. Percent of White and Nonwhite Respondents Who Score High, Medium, and Low on *Evaluate*

<i>Race</i>	<i>Score</i>	<i>Percent</i>	<i>n</i>
White	High	14.1	256
	Medium	72.9	1,321
	Low	12.9	234
Minority	High	10.5	27
	Medium	64.2	165
	Low	25.3	65

⁷ Further analyses indicated statistically significant but substantively small differences between the categories, leading to the conclusion that the differences are not very meaningful. “Dummy variables” (i.e., present vs. non-present traits in a binary format) representing the subsample divisions were also entered into the regression model presented below and were shown to be statistically insignificant. To assure the robustness of this conclusion, the regression model set forth in Table 6 was run separately for each subsample — with the outcome being that the basic pattern of results held for all subsamples.

Differences between the white and nonwhite categories were indeed present, with minority citizens being twice as likely as non-minority citizens to fall in the low group of ratings. A difference of over 10 percentage points between whites and nonwhites in the “low” category is large enough from a practical standpoint to merit attention. A full 25% of the survey’s minority respondents accord WSP troopers relatively poor regard, and this finding should be investigated further to determine the extent of and reason for this apparent problem.

3.2.3. Support & Regard for WSP Troopers across Samples: Multivariate Analyses

Analyses of the previous WSP citizen satisfaction surveys have pointed to a relationship between respondents’ scores on the items contained in *Evaluate* and these respondents’ beliefs about the existence and prevalence of racial profiling. To determine if this is the case in the 2007 survey, a weighted least squares (WLS) regression model⁸ was run. Regression models permit an analysis of the effects of individual independent variables on a single dependent variable while controlling for the effects of the other independent variables. The results of the WLS model are set forth in Table 6 below. The first column of Table 6 lists the independent variables, and the second column contains the unstandardized regression coefficients (*b*) and corresponding standard errors (SE). Unstandardized coefficients that were statistically significant are marked with one or more asterisks (a coefficient must be at least twice its standard error in order to be statistically significant).

⁸ Weighed least squares regression allows respondents to be weighted by the number of people in their category. There were large differences in the number of respondents in each of the three categories: *Random* = 1,168; *Sanction* = 1,201; and *Assist* = 170. The regression results needed to be adjusted to reflect the greater stability of the estimates that were based on the larger samples relative to the smallest one.

Table 6. WLS Regression Results for Dependent Variable *Evaluate* (Full Sample)⁹

<i>Variable</i>	<i>b</i> (<i>SE</i>)	<i>B</i>
Prevalence of Racial Profiling ¹⁰ 1 = Very few if any troopers do this; 2 = A few troopers do this; 3 = Widespread	-2.308** (.437)	-.228
Overall Impression of Most Recent Contact 1 = Very unfavorable; 5 = Very favorable	-1.564** (.265)	.283
Fairness of Ticket 0 = Treated fairly; 1 = Not treated fairly	-4.760** (.670)	-.334
Race 0 = White; 1 = Nonwhite	.776 (.662)	.050
Age Years	.063* (.018)	.149
Gender 0 = Male; 1 = Female	-.762 (.593)	-.054
Education 1 = Completed grade school only; 6 = Advanced college degree	-.465 (.273)	-.077
Income 1 = Less than \$10,000; 7 = More than \$95,000	.040 (.158)	.012
Constant Model intercept	31.655** (1.993)	NA
Adjusted R ² = .477		
Model F = 38.260**		

* p < .01 ** p < .001

⁹ There was no evidence of multicollinearity in the model. All variance inflation factors were below 1.5, and the largest condition index was 23.6.

¹⁰ This model was also run using the item that asks respondents in a “yes/no” fashion whether they believe WSP troopers engage in racial profiling, and the results were substantively the same as those for the model presented in Table 6. The latter model was chosen as the one for display because the three-part answer to the racial profiling prevalence question is statistically superior and substantively more meaningful than a simple “yes/no” format.

In the third column of Table 6, the standardized regression coefficients **B** are listed. These are the coefficients that should be used to compare the relative weight of each of the independent variables in the analysis when trying to determine which variables have the greatest influence on the index *Evaluate*. Standardized coefficients range from 0 to 1.0, with higher estimates meaning stronger relationships. The first statistic to note about this analysis is the impressive adjusted $R^2 = .477$ summary statistic. This statistic signifies that the set of independent variables included in this analysis explained 47.7% of the variance in *Evaluate*, which is a very good percentage in multivariate analyses of attitude data such as those collected in this survey; this indicates that the independent variables selected for inclusion in the analysis were good predictors of respondents' scores on *Evaluate*.

The overarching conclusion to be drawn from these results is that citizens' contact with WSP troopers and their opinions about State Patrol practices far outweighed personal characteristics in predicting how they feel about WSP troopers in general. This conclusion reflects the fact that in Table 6 none of the demographic variables (with the sole exception of age) are significant predictors of *Evaluate* scores. Thus, there was no systematic tendency for particular racial, gender, or income groups to praise or condemn the WSP and its troopers. The only group that appeared to have more negative views of troopers regardless of their actual experiences with them was younger persons. The WSP could, therefore, profitably work on enhancing positive points of contact with younger individuals in its outreach work.

The variables that tapped into survey respondents' feelings about their experiences with WSP troopers and their beliefs about racial profiling were strong

predictors of *Evaluate*. The standardized coefficient for the variable regarding the prevalence of racial profiling was $B = -.228$, which is substantial from both statistical and practical standpoints. The coefficient means that respondents who believe that racial profiling is widespread among troopers ranked lower on *Evaluate* than did respondents who believed that very few, if any, troopers engage in racial profiling. Perceptions of the existence and prevalence of racial profiling is clearly linked to citizens' overall attitudes about and support for WSP troopers.

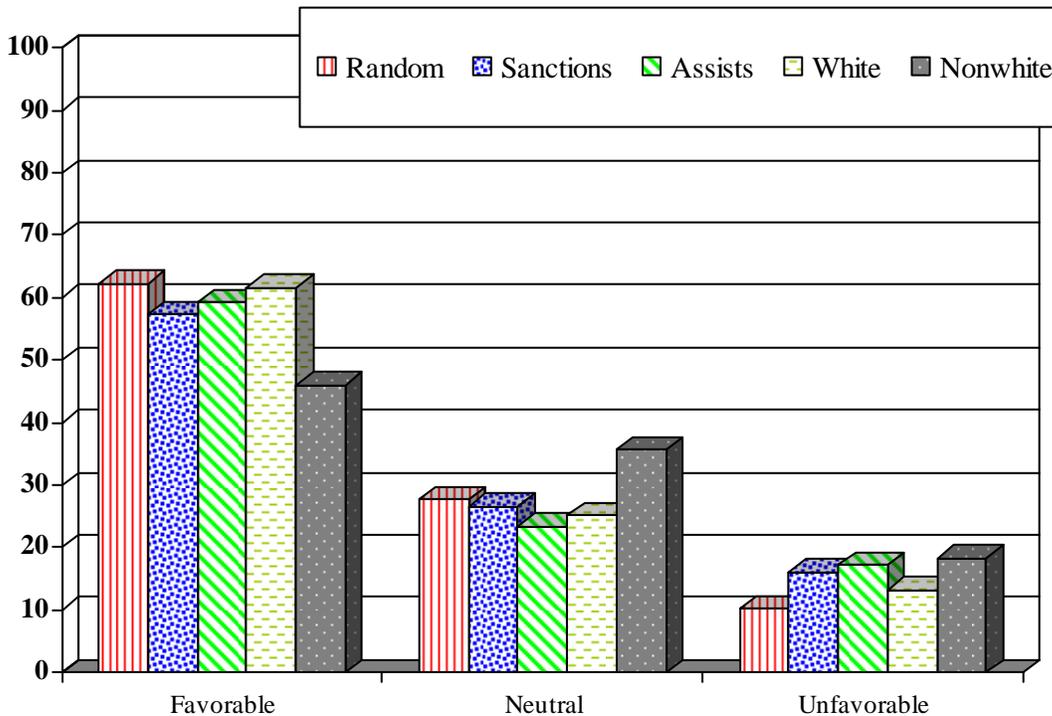
Racial profiling perceptions were not, however, the strongest predictors of respondents' scores on *Evaluate*: respondents' beliefs that they were ticketed unfairly ($B = -.334$) and their overall impressions of their most recent contact with troopers ($B = .283$) stood out as the two most influential variables in the predictive model. Those citizens who believed they were ticketed unfairly had more negative perceptions of the Patrol in general as indicated by lower scores on *Evaluate*. In contrast, those citizens who rated their most recent contact with a trooper as either favorable or very favorable had significantly more positive perceptions of the Patrol.

The conclusion to be drawn from this analysis, again, is that citizens' direct contact with troopers is the single most important factor in shaping their attitudes about and support for the WSP and its troopers. Every trooper-citizen encounter is an opportunity for that trooper to shape the citizen's view, not only about the trooper personally but about all troopers in the WSP.

**3.3. Citizens' Reports Regarding the Fairness of
Treatment Received by WSP Troopers**

Several survey items asked respondents who had experienced contact with WSP troopers to report their opinions about those contacts in terms of how fairly they believed they were treated and whether — if they were stopped or searched — the troopers who sanctioned them had legitimate reason to do so. One survey question asked, “What is your overall impression of the most recent contact you have had with a WSP trooper?” Five response categories accompanied this item, and those ranged from “Very favorable” to “Very unfavorable.” For simplicity of presentation, the two categories “very favorable” and “favorable” were combined to form a single “favorable” score. The same was done for “very unfavorable” and “unfavorable.” The percent-based response breakdown for this question is reported in Figure 5.

Figure 5. Overall Impressions of the Most Recent Contact with a Trooper (Percentages)



The responses for this item indicated a strongly positive attitude concerning people's general impressions of their most recent contacts with WSP troopers. Roughly 60% of all respondents — including those who had been sanctioned — reported that their most recent contact was either favorable or very favorable. Approximately 25% of all respondents, regardless of category, reported feeling neutral about their experience. The biggest differences between the subsamples were in the “unfavorable” category. Respondents in the *Random* sample were the least likely to report an unfavorable or very unfavorable impression (10.1%) compared to respondents in the *Sanction* (16.1%) or *Assist* (17.2%) samples. Additional analysis did not indicate any significant differences between these categories, though the difference of up to seven percentage points between the categories is noteworthy nonetheless.

It is perhaps not surprising that the people who had been sanctioned would be less favorable toward the Patrol than the randomly selected people were, but it is unclear as to why the people who had been rendered assistance would also express more negative attitudes about troopers. The comment analysis may be informative at this point to try to shed light on this question. Looking at the survey comments, it did appear that while many citizens who contacted the WSP for help were satisfied with the service they received, others found the troopers' response to be slow, uncaring, or negligent. Some respondents wrote the following in this regard:

- “I called 911 because I found someone who committed suicide. The troopers lacked compassion, and were not concerned with my well-being, having experienced such a shocking thing.”
- “I was in a car accident. The trooper was dismissive and drove away before talking to the tow truck driver. I felt I was inconveniencing him.”

- “I made a commercial vehicle report about speed and lane travel. Nothing happened even though I was assured it would be. Sixty miles later there was still nothing done. I followed the truck the whole time.”
- “I called for assistance and I ended up with a citation. Next time (hopefully there won’t be one) I won’t call for assistance.”
- “I was in a drive-thru restaurant line when a person walked up and smashed my window. I called 911 and was put on hold. I hung up as the offender left and then I got a call back and was told it was against the law to hang up on a 911 call and was told to wait for an officer. Over an hour later I was asked for ID and treated very rudely while nothing was asked as to why I called.”

It appears that some citizens who call the WSP for help are treated dismissively by the responding troopers.

Worthy of note as well is the disparity between white and nonwhite respondents regarding their impressions of their most recent contacts. Sixty-two percent of whites (n = 1,144) reported favorable experiences, compared to only 46% of minorities (n = 116). Twenty-five percent of whites (n = 467) and 36% of minorities (n = 90) were neutral. Of whites, 13% (n = 245) expressed unfavorable attitudes, compared to 18% of minorities (n = 46). It would seem from these findings that the bulk of the minorities who did not report favorable experiences fell into the “neutral” category (as opposed to the “unfavorable” category). There thus may be considerable ambivalence among minorities as to their opinions about their contact with troopers; ambivalence is far easier to turn into positive regard through concentrated effort than is a negative viewpoint.

To further examine the reasons for the differences registered across the subsamples, ordinary least squares (OLS) regression models were run. Table 7 displays the results from these analyses for each of the subsamples.¹¹

¹¹ There was no evidence of multicollinearity in these analyses. All variance inflation factors were less than , and no condition index exceeded 20.

Table 7. OLS Regression for Impression of Most Recent Contact with a WSP Trooper (1 = Very favorable; 5 = Very unfavorable)

<i>Variable</i>	<i>Random</i>		<i>Sanction</i>		<i>Assist</i>		<i>White</i>		<i>Minority</i>	
	<i>b</i> (<i>SE</i>)	<i>B</i>								
Fairness of Ticket 0 = Fair; 1 = Unfair	1.118*** (.136)	.400	1.123*** (.111)	.396	1.101*** (.515)	-.527	1.154*** (.087)	.404	.836*** (.229)	.330
No. of Traffic Citations in past 2 years 1 = None; 4 = More than two	.305** (.098)	.145	.173** (.062)	.108	.248 (.213)	.139	.171*** (.052)	.099	.360** (.128)	.231
Did Trooper Explain Reason for Ticket or Warning? 0 = Yes; 1 = No	.428 (.232)	.089	.284 (.182)	.060	.688 (.414)	.202	.469*** (.144)	.098	.276 (.320)	.075
Do Troopers Engage in Racial Profiling? 0 = No; 1 = Yes	.397*** (.119)	.150	.248** (.093)	.100	.182 (.258)	.079	.274*** (.073)	.108	.238 (.193)	.098
Age Years	(.000) (.004)	.001	-.006 (.003)	-.073	-.001 (.010)	-.009	-.002 (.002)	-.032	-.014* (.007)	-.162
Race 0 = White; 1 = Nonwhite	-.185 (.173)	-.048	.099 (.129)	.029	-.275 (.431)	-.077	--	--	--	--
Sex 0 = Male; 1 = Female	.046 (.116)	.018	-.083 (.098)	-.031	.288 (.269)	.117	.045 (.076)	.018	-.239 (.204)	-.089
Income 1 = Less than \$10,000; 7 = More than \$95,001	.001 (.031)	.001	-.022 (.023)	-.036	.053 (.074)	.079	.008 (.019)	.013	-.051 (.048)	-.083
Constant	1.655*** (.341)	NA	2.279*** (.252)	NA	1.383** (.807)	NA	1.913*** (.203)	NA	2.623*** (.532)	NA
Adjusted R²	.257		.251		.294		.255		.326	
Model F	17.706***		25.521***		4.650***		46.709***		9.493***	

* p < .05 ** p < .01 *** p < .001

The only variable that stood out in these numerous analyses was that survey measure representing respondents’ reports of whether or not they were ticketed fairly. This variable was statistically significant and substantively large for all the subsamples. No other variable demonstrated a consistent relationship with the dependent variable, meaning that none of the other variables significantly and strongly affected people’s impressions of their most recent contact with troopers. Further examination of this fairness item was warranted. The fairness item is worded as follows: “Receiving a traffic citation (ticket) is never a pleasant experience. If you have ever received a traffic ticket from a WSP trooper, did you feel you were treated fairly?” Table 8 contains the percentages of respondents who believed that they were or were not treated fairly during traffic stops that resulted in the issuance of citations.

Table 8. Respondents who Felt they were or were not Treated Fairly When they were Ticketed

<i>Sample</i>	<i>Fairness of Treatment</i>	<i>Percent</i>	<i>n</i>
Statewide Random	Treated Fairly	82.3	436
	Not treated Fairly	17.7	94
Sanctions	Treated Fairly	77.9	571
	Not treated Fairly	22.1	162
Assists	Treated Fairly	77.4	72
	Not treated Fairly	22.6	21
Entire Sample: White	Treated Fairly	81.2	945
	Not treated Fairly	18.8	219
Entire Sample: Minority	Treated Fairly	68.9	102
	Not treated Fairly	31.1	46

Of those respondents in each subsample who had been ticketed, the majority believed that the reason for the ticket was fair. There were, nonetheless, some important differences between citizens in the subsamples. While over 82% of the statewide random sample respondents believed they were treated fairly, only 77% of the citizens who had been sanctioned or assisted by the Patrol reported fair treatment. Similarly, over 81% of non-minority citizens in all samples felt they were treated fairly, but that number dropped to approximately 69% for minorities.

It makes sense that drivers who have been subject to sanctions by the WSP would report more dissatisfaction with troopers' treatment of them — receiving a sanction reasonably may have affected these people's general outlook on the Patrol. Why assisted citizens also expressed lower levels of perceived fairness of treatment remains unclear. As with the finding that respondents in the assisted sample reported unexpectedly negative attitudes about their most recent contact with a trooper, it may be that many of those citizens who call the WSP for help are treated by responding troopers in a manner that they consider inadequate. If people are unhappy with the treatment they received from the Patrol when they were rendered assistance, this dissatisfaction could translate into a global belief that troopers are apt to treat citizens unfairly.

The sharpest divide in respondents who report fair treatment was that between white and minority respondents. The majority of both whites and minorities did believe they were ticketed fairly, but there was a 12-point difference between the percentages for the two groups. Minority citizens were more likely to believe that they were treated unfairly by troopers issuing traffic tickets. One way to determine why this may be the case is to call upon the survey item asking respondents who have received either a ticket

or a warning if the trooper who issued them the violation explained clearly the reasons for the sanction. Table 9 contains these percentages.

**Table 9. Number of Citations and Troopers' Clear Explanations for Citations
(Percentages with number of cases in Parentheses)**

	<i>White</i>	<i>Minority</i>
How many citations in the last 2 years?		
None	81.3 (1,712)	69.4 (195)
One	15.8 (333)	21.7 (61)
Two	2.2 (46)	7.1 (20)
More than two	.8 (16)	1.8 (5)
If you were ticketed or warned, did the trooper explain clearly the reason for the ticket or warning?		
Yes	93.6 (1,383)	89.1 (164)
No	6.4 (94)	10.9 (20)

It appears from the results displayed in Table 9 that minority drivers are slightly more likely than white drivers to have been issued at least one ticket in the last two years, and they are also more likely to have been cited on multiple occasions. Having received one or more tickets in two years could certainly affect a person's view of the fairness of these tickets — perhaps the drivers who have received more than one ticket feel “targeted.” The OLS results (see Table 7 above) demonstrated that the number of traffic citations which both white and non-white survey respondents had received significantly affected their opinions about the quality of their most recent contact with a WSP trooper.

If this is the case, and if minorities are more likely than whites to receive (multiple) tickets, then it follows that drivers who receive more tickets are likely to feel that they have been singled out unfairly.

The fact that minority respondents were more likely to have one or more traffic tickets cannot, however, be determined from these data to be evidence of bias because prior studies have shown that some racial groups are more likely than others to commit traffic infractions and/or drive in a manner that attracts the attention of police.¹² Therefore, it is difficult to determine whether the imbalance between whites and minorities is a function of the unfair treatment of minorities (i.e., racial profiling) or if it is instead a result of troopers responding legitimately and proportionately to traffic law violations. In addition, while there is a small disparity between the percentages of minorities and whites who believe that the trooper did not offer a clear explanation for the warning or citation, this disparity does not seem sufficiently substantial to account for the difference in overall perceptions of fair treatment.

Turning to the comment analysis, it is evident that there is a feeling among some minorities that the WSP treats non-whites unfairly. A few comments documented in the survey are particularly illustrative:

- “Asked me what nationality I was, told me to open the trunk. Troopers I have engaged were all dishonest. They added more violations and [are] rude if you are not white.”
- “As soon as the trooper realized I was black she asked me to step out of the vehicle so she could search it. They took me to jail and towed my car.”
- “Being of some African American descent, I don’t feel safe around police. I always feel nervous and like I’m going to always be over-scrutinized. I have been

¹² See Lovrich et al. (2003) *WSP Traffic Stop Data Analysis Project Report* (p. 26) for a review of the literature regarding different racial groups’ differential rates of engagement in noncompliant or aggressive driving behaviors.

- pulled over for DUI and blew a .002. I got a ticket for speeding and the radar malfunctioned at the trial.”
- “The main thing is that as soon as the police in Washington State see a Latino they automatically think that we don’t have insurance and that we have a criminal record. There is too much discrimination.”
 - “I believe the WSP have a serious problem with racial and ethnic profiling coupled with sexism and ageism. In other words, they seem to specifically target young males of all races and ethnicities with heavy bias towards young males of color.”
 - “I believe the trooper already classified me as suspicious because I was a minority! I believe if I was not minority he would not have searched me and my vehicle!”
 - “I would like a change in the state patrol’s behavior. They should treat us like everybody else, whether we are Mexican, African Americans, or other races.”

The quantitative and qualitative evidence set forth above indicates that there is a clear sentiment among some minorities that troopers have treated them poorly based on their racial status. Whether such attitudes are justified or not, their existence is undeniable and the need for attention to the gap in minority/non-minority attitudes remains an important matter for the WSP to address in its training and operations.

3.4. Traffic Stops and Searches of Persons and Vehicles:

Citizens’ Perceptions of the WSP’s Legitimacy

Three survey items asked respondents to report whether or not they have been stopped and/or subject to a person or vehicle search by a WSP trooper. The three items and the number of respondents falling into each category on the questions are displayed below in Table 10. Three-quarters of respondents reported having been stopped by a trooper in the past two years, 3% reported that a trooper has at some point asked permission to search their vehicle, and 3% reported having given a trooper permission to search or frisk their person. The percent of people who said they were asked for or gave

consent for a search is comparable to the general population; large-scale longitudinal data on traffic stops indicate that approximately 3% of stops in which the driver is not arrested result in a search of the driver and/or vehicle¹³ and roughly 5% of all stops (arrests and non-arrests both included) end up in a search of the driver and/or vehicle.¹⁴

Table 10. Respondents’ Perceptions of the Legitimacy of Stops and Searches (Total Sample)

<i>Item</i>		<i>Percent</i>	<i>n</i>
Have you been stopped by a WSP trooper in the past two years?	Yes	29.0 ¹⁵	746
	No	71.0	1,062
<i>IF YES</i>, would you say the WSP trooper had a legitimate reason for stopping you?	Yes	79.9	583
	No	20.1	147 ¹⁶
At any time in the past when you have had direct contact with the WSP, did the trooper ask permission to search your vehicle?	Yes	3.1	68
	No	96.9	2,173
<i>IF YES</i>, do you think the trooper had a legitimate reason to search the vehicle?	Yes	47.8	32
	No	52.2	35
At any time in the past when you have had direct contact with the WSP, did you give the trooper permission to search you, frisk you, or pat you down?	Yes	3.0	62
	No	97.0	1,979
<i>IF YES</i>, do you think the trooper had a legitimate reason to search you?	Yes	65.5	38
	No	34.5	20

¹³ Bureau of Justice Statistics (2006). *Characteristics of drivers stopped by police, 2002*. Washington, D.C.: U.S. Department of Justice.

¹⁴ Bureau of Justice Statistics (2007). *Contacts between police and the public, 2005*. Washington, D.C.: U.S. Department of Justice.

¹⁵ This is the percent of the total sample that has been stopped, i.e., it is not the valid percent and it does include those respondents who have had no contact with troopers. The valid percent is 82.5, meaning that 83% of the respondents who *have* had contact with the WSP in the past two years have been stopped (as opposed to assisted).

¹⁶ These numbers do not add up to 746 because 16 respondents who marked that they have been stopped by a trooper in the past two years did not answer the sub-question regarding the legitimacy of the stop. The proceeding questions about legitimacy of searches display the same failure to sum perfectly — the number who answered the legitimacy sub-question is less than the total number who marked “yes” to the original search question because some respondents left the legitimacy item blank.

Below each row that reports the percent of respondents who were stopped or searched is a row displaying the percent of respondents who were stopped or searched who believe the reason for that stop or search was a legitimate one. Nearly 80% of people who were stopped believed that the WSP trooper had a legitimate reason to pull them over, but the legitimacy ratings drop markedly when it comes to the question of vehicle and person searches. Almost half of the respondents who reported that a WSP trooper had asked permission to search their vehicle said that the trooper did not have a legitimate basis for the search in question. Likewise, nearly one-third of those who gave a trooper permission to search or frisk their person felt that the search was without legitimate cause.

The reason why such large percentages of the people who have been asked for or who have given troopers permission to search feel that the reason for the search is illegitimate is not readily apparent from the data. Prior studies have found marked differences between minorities and non-minorities regarding their beliefs about the legitimacy of traffic stops and about person/vehicle searches resulting from those stops. Non-minorities subject to a stop or a search display more positive attitudes about the legitimacy of that sanction than do minorities, particularly blacks.¹⁷ In light of this evidence, and because of the agency's ongoing effort to prevent racial profiling, the analysis turns to the question of whether there are racial differences among those who feel they were stopped or searched unfairly. Figures 6, 7, and 8 display the racial breakdowns in these percentages.

¹⁷ Bureau of Justice Statistics (2007). *Contacts between police and the public, 2005*. Washington, D.C.: U.S. Department of Justice.

Figure 6. White and Nonwhite Respondents who were Stopped and who believed that Stop was Legitimate (Bars are Percentages)

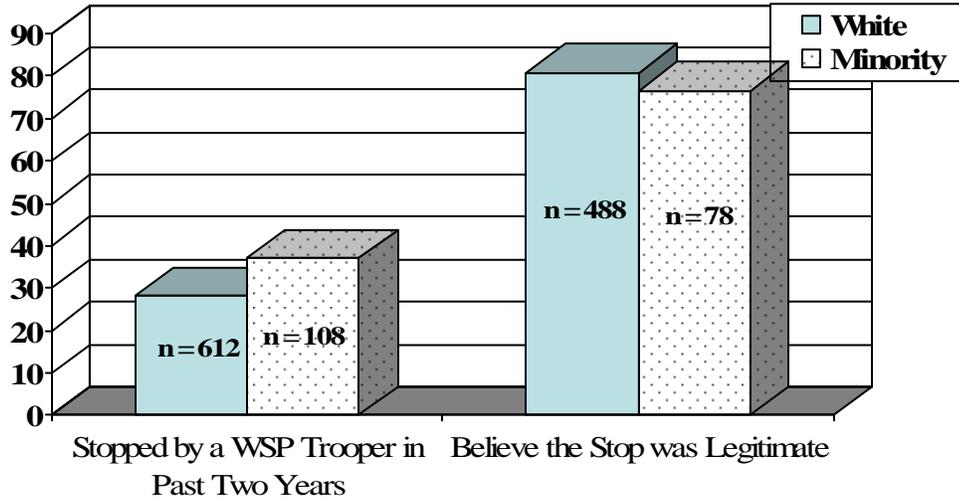


Figure 7. White and Nonwhite Respondents reporting that a Trooper asked Permission to Search their Vehicle and who believed that Search was Legitimate (Bars are Percentages)

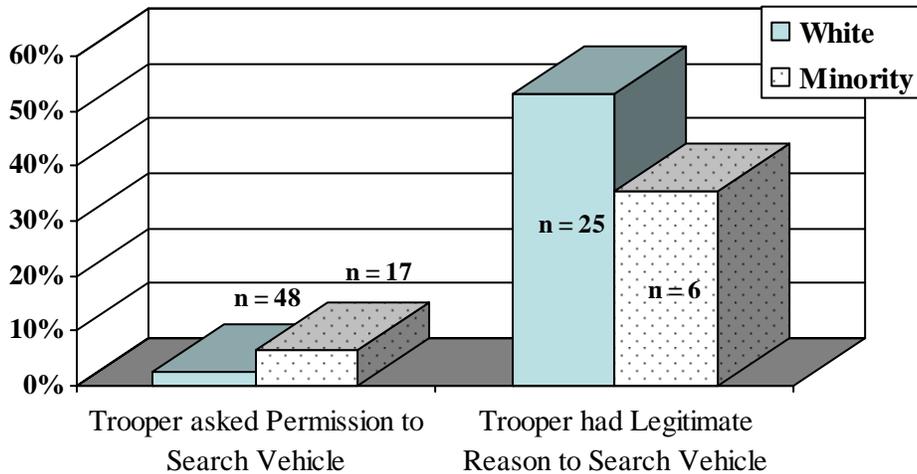
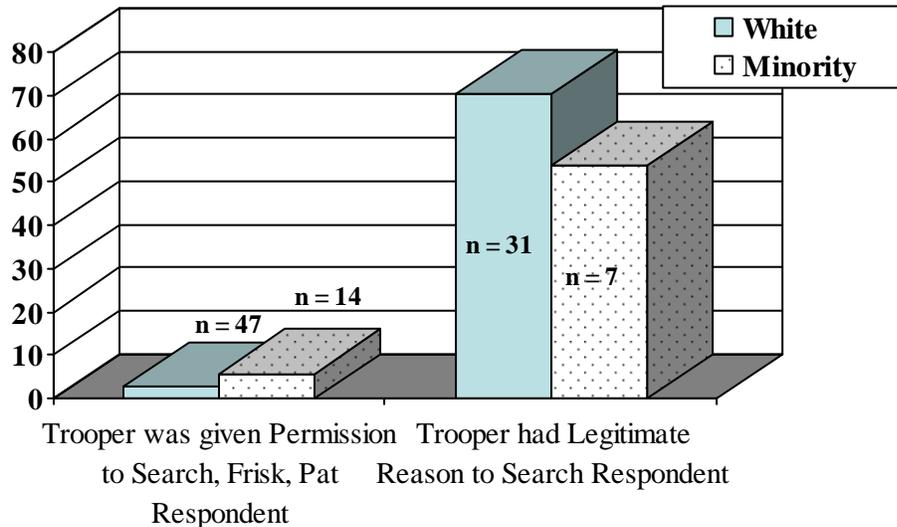


Figure 8. White and Nonwhite Respondents who gave a Trooper Permission to Search or Frisk their Person and who believed that Search was Legitimate (Bars are Percentages)



It can be seen from the above figures that there were some differences in the legitimacy perceptions of minority and non-minority drivers surveyed. The difference in the perceived legitimacy of traffic stops is minimal: nearly 80% of nonwhites believed that the trooper did have a good reason to pull them over, and this is very close to the same percentage registered by non-minority drivers. The differences between minority and non-minority drivers do begin to appear, however, when searches are considered. While over half of white respondents who report that a trooper asked permission to search their vehicle say that there was a legitimate reason to search, only a little over a third of minority respondents agreed that the trooper had good cause. Similarly, over 70% of white respondents who gave a trooper permission to search or pat down their person believed that the trooper had a good reason to do so, while just over 50% of minority respondents felt the trooper’s grounds for search were legitimate.

The numbers presented in Figures 6, 7, and 8 are interesting for two reasons: 1) a substantial portion of *all* persons from whom the Patrol asks for or obtains consent to search feel that the trooper asking for consent does not have a legitimate reason for the search; and 2) minorities are more likely than non-minorities to feel this way by some margin. Further analyses would be preferable, but the extremely small number of respondents in some of the categories prohibits in-depth statistical examinations of the differences between the minority/non-minority categories.

One thing that can be done is to compare these 2007 results with those from the 2003 survey to determine if there has been any change in recent years. Table 11 displays comparisons for the 2003 and the 2007 survey data in this regard.

**Table 11. 2003 and 2007 Percentages for Whites and Minorities
(number of cases in Parentheses)**

	2003		2007	
	<i>Minority</i>	<i>White</i>	<i>Minority</i>	<i>White</i>
<u>Stopped</u>	35.6 (197)	24.1 (525)	37.1 (108)	28.2 (612)
<i>Stop was Not Legitimate</i>	29.5 (104)	21.0 (199)	23.5 (24)	19.2 (116)
<u>Was Asked Permission to Search Vehicle</u>	4.9 (25)	3.1 (59)	6.9 (17)	2.5 (48)
<i>Trooper did not have Legitimate Reason to Search</i>	66.0 (31)	72.1 (75)	64.7 (11)	46.8 (22)
<u>Gave Permission to Search or Frisk Person</u>	7.3 (34)	2.2 (39)	5.6 (11)	2.7 (47)
<i>Trooper did not have Legitimate Reason to Search or Frisk</i>	63.9 (39)	66.3 (53)	46.2 (6)	29.5 (13)

At this point, no firm conclusions can be drawn from the numbers presented in Table 11 because there are too few cases in some of the categories, and it is ill-advised to

base conclusions on such small numbers of observations. Due to this problem, a fourth wave of mailings was sent to a subsample of drivers who were known to have experienced a WSP search in an attempt to generate additional data for this analysis. The 2007 survey featured a special sub-sample of drivers who are known to have experienced a search in the past year so that such analyses could be undertaken; however, a very low rate of response was attained among this group, hence the need for a fourth attempt to contact and solicit participation in the voluntary survey. An addendum to this report sets forth the outcome of this additional data collection effort undertaken before preliminary findings were reported. Unfortunately, even with this extra effort to reach survey non-respondents the number of cases of searches remains too small for definitive conclusions to be drawn. (See pages xxx-xxx of this report).

3.5. Citizens' Perceptions of Traffic Problems and of the WSP's Effort to Correct these Problems

Fourteen items on the 2007 survey offered respondents the opportunity to rate the extent to which different traffic-related issues represent significant problems in the state of Washington, and how well they believed the WSP is addressing each of these issues. The coding employed for the **problem seriousness** items was a 1-to-5 Likert-type scale anchored only at the endpoints, where *1 = No problem* and *5 = Serious problem*. The citizen assessment of the WSP agency effort to address these problems was collected with survey items which were also coded 1 through 5, where *1 = Not enough effort*; *3 = About the right amount of effort*; and *5 = Too much effort*. The fourteen items and their mean responses are displayed in Table 12. Only the results for the full sample are

reported here because there was not enough variation between the subsamples to warrant separate analyses.

Table 12. Respondents' Ratings of the Seriousness of Traffic Problems and the Level of Effort the WSP puts into these Problems: Full Sample

<i>Item</i>	<i>Seriousness of Problem</i>		<i>WSP Effort to address Problem</i>	
	<i>Mean</i>	<i>sd</i>	<i>Mean</i>	<i>sd</i>
Auto Theft	3.93	.993	2.61	.758
Drunk Drivers	4.33	.879	2.90	.863
Drug-Impaired Drivers	4.12	.983	2.80	.825
Unsafe Vehicles (defective equipment)	3.23	1.014	2.83	.760
Speed Violators	3.78	1.016	2.93	.924
Uninsured Drivers	3.84	1.045	2.57	.894
Distracted Drivers	3.95	.989	2.49	.842
Traffic Congestion	3.82	1.106	2.63	.821
Aggressive Driving	3.98	.958	2.55	.856
Road Rage	3.80	1.066	2.65	.811
Reckless/Unsafe Car Drivers	3.84	.968	2.64	.810
Reckless/Unsafe Truck Drivers	3.42	1.163	2.70	.828
Reckless/Unsafe Motorcycle Riders	3.26	1.153	2.76	.773
Other: Cell Phones	4.73	.853	1.59	.937
Other: Slow Drivers	4.66	.600	1.37	.741
Other: Semi-Trucks	4.71	.600	1.40	.621
Other: Aggressive or Reckless Driving	4.72	.484	1.55	.717

The findings set forth in Table 12 indicate that the bulk of respondents believed each traffic issue to be a moderate-to-serious problem in Washington. All of the means cluster around 4 on a 5-point scale. Since a 5 on that scale represented a “serious problem,” a mean reading of 4 can be conceptualized as a “problem.” Washington drivers think that these listed items do indeed present hazards on the state’s roadways. The means for the WSP effort column all cluster around 2 to 3, meaning that respondents tend to think the Patrol is putting in somewhere between slightly too little effort and just the right amount of effort for each of these traffic problems.

The exceptions to the above two patterns are found in the “other” rows. The fourteenth sub-question in the traffic problems section of the survey allowed respondents to write in traffic issues that they perceived as being noteworthy problems. The four most commonly-cited issues were **drivers talking on cell phones, slow drivers holding up traffic or blocking passing lanes, semi-truck drivers driving unsafely, and aggressive or reckless drivers.**¹⁸ People who wrote in these comments rated their seriousness quite highly, the means of which being noticeably higher than those for the 13 items that were listed on the questionnaire. They also rated the WSP effort to reduce these problems as being on the low side, the mean of approximately 1.5 being only slightly above the *1 = Not enough effort* anchor.

3.6. Racial Profiling

An item was included in the survey that asked about respondents’ perceptions of whether or not racial profiling occurs and, if it does, how prevalent the practice is among

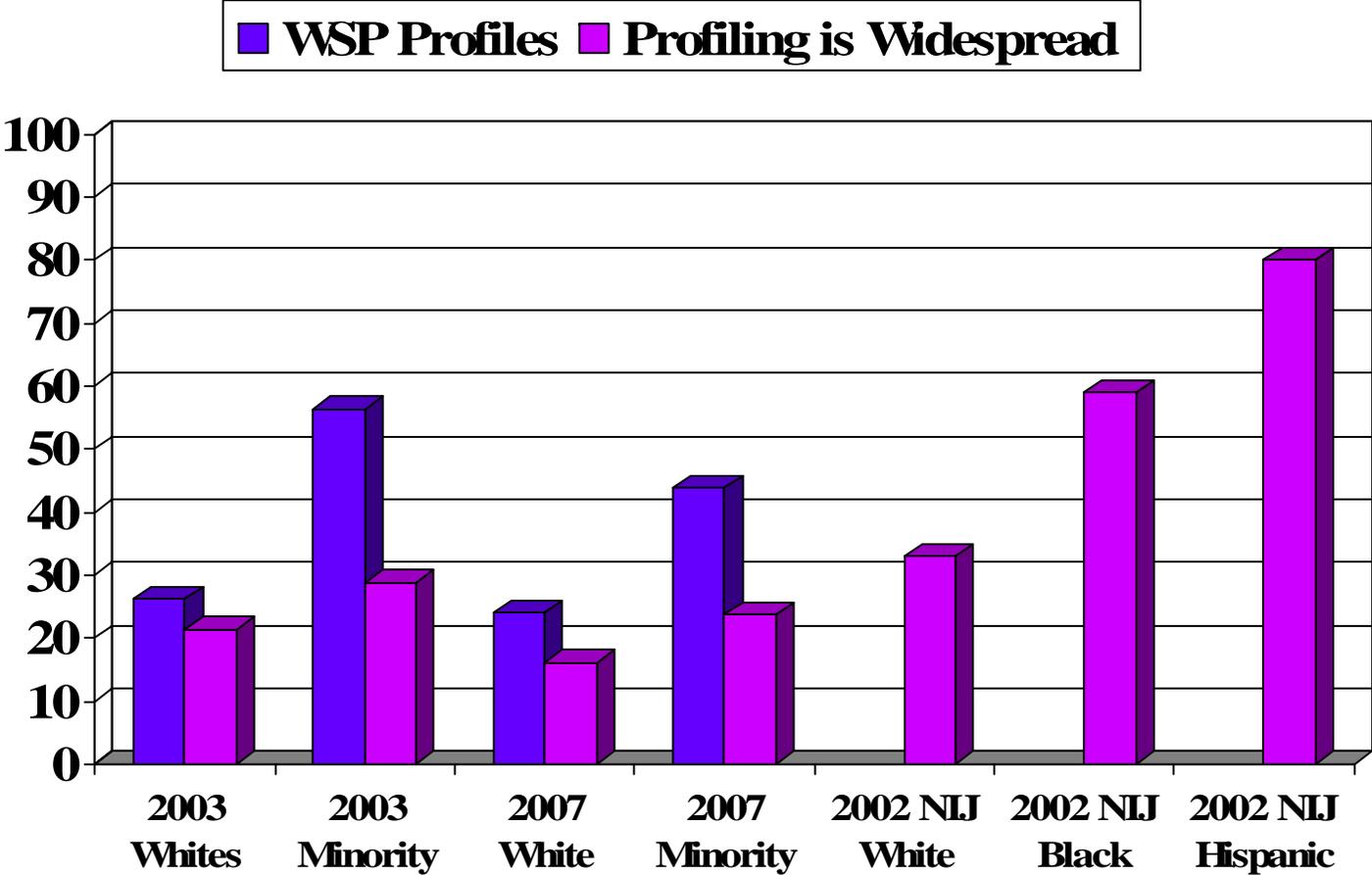
¹⁸ It is worthy of note that neither the road rage nor the aggressive driving item as listed on the survey stood out in terms of respondents’ reports of these issues being problematic, yet many respondents who wrote in their own perceived problems identified things such as tailgating, aggressiveness, failure to signal during turns or lane changes, etc. as being frequent problems on Washington roads.

WSP troopers. The WSP is engaged in ongoing collection and analysis of traffic stop data to determine if there are actual racial disparities in stops and citation and search outcomes associated with those stops. The presence or absence of disparities in traffic stop data is only part of the story, though; citizens may still believe that troopers systematically target members of particular racial groups even if the traffic stop data indicate that this is not the case. The public's perception about the existence and prevalence of racial profiling is important because, as previous analyses in this report have shown, a belief that troopers do use race as a basis for making traffic stops corresponds to negative attitudes about the agency. The racial profiling item reads:

It has been reported nationally that some police officers stop citizens of certain racial or ethnic groups because the officers believe that these groups are more likely than others to commit certain types of crimes. Do you believe that troopers in the Washington State Patrol engage in this practice when they decide to stop drivers?

Just below this question was the sub-question: "If you answered 'yes' above, how widespread do you think this practice is within the WSP?" Table 13 provides a breakdown of the responses to these questions for both the 2003 and the 2007 surveys. To provide an appropriate contrast for the interpretation of these findings, the figures are reported for a national survey conducted by the National Institute of Justice (NIJ) in 2002 for the same questions. That survey indicated that 33% of whites, 59% of Hispanics, and 80% of African Americans believed racial profiling to be "widespread."

Table 13. Beliefs about the Existence and Prevalence of Racial Profiling: WSP Survey Respondents as Compared to Respondents from a National Survey



One noteworthy finding that stands out in Table 13 is the change from 2003 to 2007. There was a drop of nearly 13 percentage points in the number of minorities who believe that WSP troopers use race as a basis for making traffic stops. There were decreases of roughly 5% in the number who thought racial profiling was widespread or that some troopers engage in this practice. Similarly, there was an almost 10% increase in the percentage of minorities who thought that very few, if any, troopers profile by race. It should be noted that the number of minorities participating in the 2007 sample was far smaller than the number who responded to the 2003 survey. Even more importantly, the 2003 survey deliberately over-sampled minorities who had had contact (either having been sanctioned or rendered assistance) with the WSP in the year prior to the survey. As a consequence, it cannot be concluded unequivocally that the differences observed in Table 13 are statistically meaningful and are not an artifact—at least partially—of the different sampling strategies employed in the 2003 and 2007 surveys.

The second pattern evinced in Table 13 is that of systematic disparities between minority and non-minority respondents for both years of the WSP survey. While less than one-quarter of whites in 2007 believed troopers profile by race, nearly 44% of minorities did. Similarly, 16% of whites who did think troopers engage in racial profiling believed that this practice is widespread, compared to nearly 24% of those minorities who thought the Patrol profiles. Further analysis showed that the difference between the numbers of whites and minorities who wrote that they do believe that troopers profile is statistically significant and moderately strong.

Though there is reason for concern over the high percentage of minorities who believe the WSP engages in racial profiling, there is also reason to believe that the WSP

is doing better than many other police agencies in the country. The 2002 NIJ nation-wide study showed that 59% of Hispanics and a full 80% of blacks believed racial profiling was widespread in their area of residence. These numbers make the 23.7% found in the WSP survey look quite good in comparison. The WSP is clearly doing something right compared to many other police agencies, though there is still room for improvement.

4. RESULTS: QUALITATIVE ANALYSES

As mentioned previously, the 2007 survey encouraged respondents to write comments about their opinions of the WSP and their thoughts about the current status of traffic-related conditions in Washington State. The last page of the survey contained a box for respondents to write their comments. In addition, comments written elsewhere on the survey (some people wrote in the margins, in between questionnaire items, etc.) were recorded and included in the content analysis. The description of the methodology used in the content analysis is located in Appendix C of this report, and the full content analysis is in Appendix B. Ten themes were identified from respondents' comments, and these themes are discussed in the following subsections.

Theme 1. Road Rage and Aggressive or Reckless Driving

Theme 1 concerned road rage and aggressive driving. Survey respondents' written comments did not necessarily conform to the official definitions of road rage and aggressive driving put forth on the survey instrument, but several people taking the survey were clearly upset about the presence of aggressive, reckless, and negligent drivers on Washington roads. Tailgating, illegal lane changes, failure to use turn signals,

etc. were cited by respondents as serious problems in Washington and many respondents wrote, too, that the WSP is not working hard enough to curtail this kind of driving behavior. One such respondent wrote: “There are way too many fast and aggressive drivers on the road—we need to get them off the road” and another said, “I feel that too much effort and too many resources are devoted to raising revenue via speed enforcement and more effort and resources should be directed toward aggressive driving, traffic congestion, and DUI.”

Of particular interest were the numerous comments people made about *slow* drivers. Slow drivers, it is felt, are as much of a hazard and cause as many problems as fast or aggressive drivers. Respondents called for greater WSP effort against slow drivers in the passing lane who hold up traffic and for enhanced enforcement of laws requiring slow vehicles to pull to the side of the road to allow cars lined up behind them to pass. As one person put it, “Slow vehicles cause more road rage, accidents, etc. than speeders do!” Another wrote, “Excessively fast driving, >20 mph above posted limits, is in my opinion a potential problem with traffic safety but I strongly believe that drivers who drive at or below the posted speed limit in the passing left lane are far more dangerous” and another said in this regard, “In my experience, slow drivers and commercial vehicles in the left lane increase the incidence of road rage.” In addition to writing in comments about slow drivers, 49 respondents wrote in Question 30xiv—the section of the survey asking respondents to rate each listed problem and the effort that the WSP is putting into correcting that problem—that slow drivers are a serious problem that troopers should put more effort into addressing.

Theme 2. Semi-Trucks

The second theme identified in the content analysis of comments was that regarding problems with semi-truck drivers. Many respondents felt that some semi-truck drivers travel too fast, others who drive slowly clog up traffic by occupying the left lane, that they tailgate, and that they make illegal or even aggressive lane changes. To this end, one respondent commented, “I stopped a WSP officer to complain about semi-trucks tailgating. They do not stay in [the] right lane, [they are] going through lines, speeding after they pass. They stay in the left lane forever. In the rain they are impossible to see around due to the spray they throw. Do they ever get citation? I have never seen it... the truckers are the biggest problem on the roads today, not the average drivers of automobiles.” Several people also mentioned the danger caused by uncovered loads: “I did a ‘write in’ [on this survey] for uncovered loads because every day I see that. Today I followed a truck hauling crushed cars that had a loose net covering that would not stop anything. The law says ‘cover it’ but I have never seen a stop for that [violation] and I wonder what the Patrol’s policy is for violating the law.”

Truck drivers, conversely, complained about reckless or negligent car drivers who do not realize the limitations of a semi-truck in terms of stopping power. One comment is illustrative: “When we have a problem that requires us to stop on the road people do not even attempt to move over when possible. We are required to keep our equipment and loads safe and secure so if we have such problems, people should try to give you some courtesy to take care of the problem without feeling like you are taking your life in your hands.” Also, “I spend a lot of hours on the road and have had many near misses from

people who don't understand that a semi can't stop on a dime." It appears from the comments that there is a substantial amount of tension between car and semi drivers.

Theme 3. Under-Enforcement of Laws: The WSP is Not Tough Enough

The third theme revolved around the WSP's failure to enforce traffic laws consistently and/or troopers' failure to impose harsh penalties upon violators. The essence of many of these comments mirrored the road rage and aggressive driving complaints, though the comments included in Theme 3 were those that added an element regarding WSP's enforcement efforts. Some of these concerns were about trooper visibility and coverage level of particular areas: "I drive a lot on I-5 from Tacoma to Bellingham and am appalled at the lack of enforcement of speeding and reckless driving. I would guess that I see a WSP unit 1 in 7 trips and have never seen more than 2 on the rare occasions of these sightings."

Others focused on WSP's effort level: "I feel the WSP should do more education on traffic laws, [and] have more power to enforce problems that are very dangerous on our highways" and "I would like to see more done about people going through red lights/putting others in danger, especially semis. Also, more needs to be done with tailgaters. They push you/ride your bumper/don't give you any room to make quick decisions." It seems from the comments made on the survey that many members of the driving public would like the WSP to step up enforcement efforts against reckless or otherwise unsafe drivers.

Theme 4. Under-Enforcement of Laws: The Courts and Legislature are Not Tough Enough

Many respondents felt that traffic laws are not being enforced with sufficient rigor and/or that punishments for violations are too lenient, but believed that the fault for these failings lies not with the WSP but with the courts and/or the state legislature. To these respondents, traffic laws themselves are faulty because they do not provide penalties that are harsh enough to deter future law-breaking and/or the courts impose disproportionately low sentences upon violators. One respondent summed it up thusly: “If punishment was more severe it would help the patrol do their job to deter law breakers and repeat offenders.”

Some respondents blamed the courts, specifically, not only for being too lenient but for hindering the law enforcement capabilities of the Washington State Patrol. One survey respondent said in this regard, “I believe the state patrol and police are doing a good job; it’s the courts that are hindering justice. Law enforcement can only do so much and it’s more than frustrating to see the courts set [lawbreakers] free.” Another citizen wrote the following on the same theme: “It’s possible to deem the efforts of the WSP [as] less than successful simply because the ball gets dropped by the judicial system. The WSP can do their job well (i.e. make arrests) but the system fails in the courts.”

Other survey respondents blamed the state legislature for making the authorized punishments for traffic infractions too lenient. One person phrased it as such: “Until and unless the punishment for any of these infractions is more severe (other than monetary) the greatest/largest law enforcement unit will not be effective” and another citizen wrote: “The punishment for driving distracted is too low.” Thus, while many people feel that

under-enforcement of traffic laws is a problem in Washington, a portion of those people do not believe that the WSP is to blame but, rather, that troopers' noble efforts are impeded by problems with the laws as written and/or as applied.

Theme 5. Citizens' Views about WSP Ticketing Practices

One type of comment that emerged repeatedly was the criticism that the WSP is more concerned with generating revenue via speed enforcement than with trying to solve the larger and more pressing traffic problems that need to be addressed. These respondents felt that troopers were more concerned with taking the "cheap shot" (as one respondent put it) than with investing effort into the hazards that present real dangers to motorists. One citizen wrote, "I fully believe that not only the State Patrol but all law enforcement expends a disproportionately large amount of resources on speeding enforcement just because it is very easy to measure and is dandy revenue resources. Our officers should be looking for poor driving habits." Another was even harsher: "I think Washington State has gone way overboard with writing tickets to speeders. It's approaching harassment of the citizens" and another was harsher still: "How do you know you have crossed the Wash. State borders? Because there are WSP cars giving tickets at every possible spot of the hwy. Their biggest job appears to be revenue generating."

Some people disapproved of troopers' strategy of hiding to catch speeders unaware and thought that the better strategy was deterrence through visibility: "I strongly disagree with tactic used whereby officers hide (unmarked vehicles, etc.) or park on curves, by buildings, etc. Seems to me that the more visible an officer is the better

chances of PREVENTING unsafe acts, as opposed to trolling for money.” Many Washington drivers apparently hold the opinion that the WSP cares more about money than about drivers’ safety.

Theme 6. Biased Policing

Biased policing in the form of racial profiling was discussed earlier in the quantitative portion of this report, and some survey comments were included in that portion to supplement the quantitative results. Many survey respondents wrote comments about biased policing. Some of those comments were focused on troopers’ perceived biases against drivers of old or run-down vehicles, against drivers of a particular sex, or against younger drivers. Most comments, though, centered principally on race-based biases and discrimination, and some respondents recounted egregious violations of their legal and/or human rights at the hands of WSP troopers.

Somewhat surprising is that no respondents actually said explicitly that they believed they had been targeted for traffic stops because of their race—their accounts of injustice centered, instead, on the treatment they received *after* they had been stopped. This finding is particularly interesting in light of the analyses that have been done on WSP traffic stop data. These analyses have shown either small or nonexistent disparities by race in terms of traffic stops once the number and seriousness of violations is accounted for.¹⁹ Ruling out the notion that troopers make traffic stops based on race does not, however, get at the issue of how troopers treat persons of different races once the stop has been made.

¹⁹ Lovrich et al. (2003). *WSP Traffic Stop Data Analysis Project Report*.

One respondent wrote, “Asked me what nationality I was, told me to open the trunk... Troopers I have engaged were all dishonest. They added more violations and [are] rude if you are not white. Were not accurate in writing ticket.” One respondent described an accident her son had been involved in and claimed that although her son was not responsible for the accident, he was the one ticketed and was also treated roughly during the process: “Why was my son put in cuffs and placed in the patrol car and the other driver who was driving in violation [of the law] was not cited for causing the incident? My son was cited for hit and run and to this day we are trying to correct this. Was it because he is black and the other person white?”

Another complained of being treated like a criminal and of disrespectfulness: “As soon as the trooper realized I was black she asked me to step out of the vehicle so she could search it... They took me to jail and towed my car. However, they left my window down so the rain and snow could mess it up. They also stole my cell phone and when I called no one returned my call.” The sentiment of being treated like a criminal based on their race was echoed by another respondent: “The main thing is that the police in Washington State as soon as they see a Latino they automatically think that we don’t have insurance and that we have a criminal record.”

An interesting result of the comment analysis was the emergence of a *pro* racial profiling stance. For every person who wrote about a specific incident of racial discrimination or espoused the view that troopers profile by race unjustly, there was a person who wrote that, yes, WSP troopers profile by race—and *they should*. These respondents endorsed the notion that certain non-white racial groups commit more crime than whites and therefore are appropriately singled out for enhanced scrutiny.

In support of racial profiling, one person wrote, “Lets be real—If ethnic groups DO commit more crimes, then it’s OK to stop them!” and another said, “I have no problems with profiling, it is just good and intelligent policing.” Two of these comments directly referenced the current issues related to terrorism and national security (“Stop being politically correct! Officers need to watch certain racial or ethnic groups e.g., (radical Islam Muslims) and “I wish I saw more for Homeland Security”). No other comments contained specific references to particular groups of non-whites—it seems that there is a belief among a small but not insubstantial number of Washington State residents that non-whites deserve to be singled out based on their race.

Six respondents said that they do not think the WSP engages in racially biased policing, but a nearly equal number reported being unsure whether or not the practice takes place. So while there are many citizens in Washington who believe that troopers carry out their duties in a racially neutral fashion, there is also a significant proportion that is not sure one way or the other. These undecided people could possibly benefit from an education campaign designed to make the public more aware of the WSP’s anti-racial profiling efforts.

Theme 7. Confusion about WSP Mission, Function, and/or Performance

The above note about a public education campaign segues smoothly into the next theme. Several respondents expressed confusion about precisely what it is that the State Patrol does. These people knew that the WSP is a traffic-control agency, but seemed to be unaware of any other duties the Patrol has or services it provides. One person wrote, “I do not think the general public is aware what the purpose of WSP really is —

Especially when I hear they are on a drug investigation. I didn't know they did this function? Are they supposed to enforce/monitor highways and state vehicles laws only?"

The following comments also illustrate the general confusion: "I am generally very interested and quite opinionated on social and current topics on many subjects. In this survey, however, I mostly had to take the middle road regarding the WSP, as I have absolutely no information on which to base an opinion! I hadn't even thought much about the WSP because I have never had contact with them, nor have I ever read or seen online, anything negative or controversial about it!"; "I am unaware that they play any other role outside of dealing w/traffic and traffic accidents"; and "Blank answers on the WSP efforts are because of my lack of knowledge about the WSP efforts. I'm sure there are efforts but I don't know how to judge whether or not it is adequate."

It seems that a portion of the public is simply unaware of the services offered by the WSP. Everyone agreed that the Patrol provides traffic law enforcement, but there is confusion about what other functions troopers might serve. Again, a public education campaign could help citizens better understand the Patrol.

Theme 8. Visibility of and Level of Service Provided by WSP

There was a sentiment among some respondents that the WSP could be much more effective but for budget and manpower shortfalls. These people felt that there is not enough trooper visibility and that the coverage level is too low, but they believed those problems to be either out of the WSP's control or a result of staffing problems. For example, "The state legislature needs to address the needs of the patrol, e.g., manpower, that arise in order to place more troopers on our highways" and "There are not enough state patrol troopers to control the amount of traffic we have now" and "Need more

troopers.” Another said, “Obviously we need a bigger budget for the WSP and many more officials” and others wrote, “In areas where there is not enough effort, it is generally because there are not enough troopers to cover as needed” and “I wish we could afford to have more of a presence than we do.” The people who wrote comments about the level of coverage or service were generally supportive of the Patrol and thought it is doing the best it can with the limited amount of resources with which it has to work.

Theme 9. Officer Demeanor and Fairness of Treatment Toward Citizens During Stops or Assists

One of the largest themes of the comment analysis concerned people’s opinions about how well or poorly they were treated by troopers during traffic stops or assistance rendering. It is clear from this section of the analysis that people *do* remember their contacts with WSP troopers, be those contacts good or bad. Table 6 in the quantitative section of the report above shows the results indicating that people’s personal experiences with troopers are the largest predictors of their overall attitudes about the Patrol and the same point is borne out in the qualitative results.

People recall both good and bad experiences with troopers and sometimes this recollection lasts over several years: “Six years ago I had an accident on I-5 near Northgate. The trooper investigating the three cars involved was most courteous and understanding and helpful in getting the tow cars” and “Many years ago I locked my car keys in the car and the WSP was very helpful in getting them out. I would not hesitate to ask the WSP for help if I need it.” One person recalled, “The one encounter I had with the state patrol was an act of kindness on the [part of a] Trooper. I had a flat tire entering the freeway. I had called a neighbor and was patiently waiting when a trooper came by.

Seeing this elderly lady in distress, he changed it himself. I remember saying to him, ‘you’re going to get your uniform dirty’ but he just smiled and was there when my neighbor came and finished the job. I thought that was above and beyond and am ever so grateful.”

Some comments demonstrate that troopers can leave citizens with positive impressions even when the troopers are issuing those citizens citations. Survey respondents wrote in this regard, “My interaction with the WSP has mostly been on the receiving end of a ticket. I can honestly say that they are always nice” and “I have only had positive experiences with troopers (even when it was receiving a ticket from one).” Troopers’ respectfulness and courtesy can make citizens happy even in traffic ticket situations.

Other respondents recounted negative experiences with troopers: “The last time we were stopped, [the] trooper was quite aggressive. He let us go without a ticket, but he didn’t explain himself so we were confused” and “The WSP officer who stopped me was rude, impatient and wouldn’t answer my question regarding the offense. However, this has been the only unfavorable experience I have had with the WSP” and “I was in a car accident. The trooper was dismissive and drove away before talking to the tow truck driver. I felt I was inconveniencing him.” Some of the people who wrote negative comments, though, included side-notes expressing the view that not all troopers are probably like the particular ones that they encountered; that is, they were willing to give the WSP as a whole the benefit of the doubt even though their own experiences with individual troopers had been unpleasant.

Theme 10. Citizen Perceptions of the Professionalism and Effectiveness of the WSP

The tenth and final theme²⁰ of the content analysis is an off-shoot of Theme 9 regarding positive and negative experiences with troopers. Citizens' perceptions of the professionalism and effectiveness of the WSP also relate to their views of troopers' actual effectiveness at their job in addition to their feelings about troopers' demeanor and level of courtesy. One person noted in this respect: "I was formerly a firefighter along the Hwy 18 corridor and I was always impressed with the response time and work that the troopers performed."

Unfortunately, there were more comments describing negative perceptions of WSP effectiveness than there were describing positive perceptions. Respondents noted problems such as troopers' failure to get traffic moving at accident scenes so that cars do not get backed up. Others wrote that troopers themselves drive recklessly, speed, or use their sirens inappropriately in order to get through traffic: "Someone needs to police the police. Pulling someone over for speeding and then speeding yourself is hypocritical. Also using their lights and sirens because they don't want to wait at a red light, and then turning them off after they're through is reckless and dangerous." Still others voiced the complaint that troopers do not respond to citizens' concerns properly: "When contacted to do traffic control at an uncontrolled intersection where many accidents occurred, they basically sat in their car and ignored the traffic control."

As with their opinions of troopers' demeanor and courtesy, citizens' perceptions of troopers' professionalism and effectiveness stick with them and color their view of the

²⁰ Theme 11 is a "miscellaneous" category and will not be summarized here.

WSP as an agency. This may be particularly true in situations where citizens believe troopers behave inappropriately, but the WSP does nothing to punish that behavior. Visibly unlawful actions by troopers could look to citizens like a failure of WSP to exert discipline and control.

APPENDIX A

2007 Survey Instrument



EIGHTH PERIODIC SURVEY OF PUBLIC ATTITUDES TOWARD THE WASHINGTON STATE PATROL—2007

Washington State Patrol Mission

The Washington State Patrol makes a difference every day, enhancing the safety and security of our state by providing the best in public safety services.

Washington State Patrol Values

Every employee of the Washington State Patrol is a valued member of a team committed to:

Professional excellence,
Respecting and protecting individual rights,
Acting with integrity and accountability.

We promote strong leadership through partnerships with our communities and other agencies, to ensure a safe and secure environment.



Thank you for taking the time to respond to this survey. We would like to know how well—in your opinion—the Washington State Patrol is doing in living up to its Mission and Values as articulated above. The results will be used to provide information which the Patrol can use in improving its services to the State of Washington. Please do not fill out this questionnaire if you are under 18 years of age – simply check here ___ and return in the provided envelope.

Section 1 – General Impressions of the Washington State Patrol

When answering the next 11 questions, please indicate the extent to which you agree or disagree with the following statements by placing a check mark next to one of the following terms: Strongly Disagree, Disagree, Undecided (Neither Agree nor Disagree), Agree, or Strongly Agree. If you "don't know" or have "no opinion" on any of these questions, please do not check any response and simply move on to the next item.

1. Overall, the Washington State Patrol (WSP) does a good job of performing its mission.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

2. In general, WSP troopers are attentive to the questions and concerns of citizens.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

3. In general, WSP troopers treat citizens with respect.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

4. The WSP typically treats citizens the same regardless of their ethnic background.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

5. In general, WSP troopers are reliable.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

6. In general, WSP troopers are responsive to local issues.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

7. In general, WSP troopers are competent.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

8. Generally, WSP troopers are polite and use appropriate manners in their contacts with citizens.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

9. I am quite satisfied with those services provided by the WSP with which I am familiar.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

10. With regard to the enforcement of drinking and driving laws, the WSP is doing a good job of removing drunk drivers from state highways.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

11. The WSP does a good job of detecting commercial motor vehicles that are in violation of speeding, following too closely, or making illegal lane changes.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

12. In general, there are enough WSP troopers patrolling the interstates and state routes in Washington.

Strongly Disagree *Disagree* *Undecided* *Agree* *Strongly Agree*

Section 2 – Personal Experiences with the State Patrol

13. How many miles do you drive in a typical week? _____

14. Have you been stopped or assisted by a WSP trooper in the past two years?

Yes *No* If Yes, were you: *Stopped* or *Assisted*

IF YOU WERE STOPPED

Would you say the WSP trooper had a legitimate reason for stopping you?

Yes *No*

15. What is your over-all impression of the most recent contact you have had with a WSP trooper?

Very Favorable *Favorable* *Neutral* *Unfavorable* *Very Unfavorable*

16. Receiving a traffic citation (ticket) is never a pleasant experience. If you have ever received a traffic ticket from a WSP trooper, did you feel you were treated fairly?

Yes, treated fairly *No, not treated fairly* *Never received a ticket from WSP*

17. How many traffic citations have you received from the WSP in the past two years?

None *One* *Two* *More than Two*

18. Have you ever been stopped by a WSP trooper and received a warning (verbal/written) instead of a traffic citation (ticket)?

Yes *No* *Never been stopped*

19. If you ever received *either* a ticket or a warning, did the WSP trooper explain to you clearly why you were being cited (given a ticket/warning)?

Yes *No* *Never been stopped*

20. At any time in the past when you have had direct contact with the WSP, did the trooper ask permission to search your vehicle?

Yes *No*

If YES

Do you think the trooper had a legitimate reason to search the vehicle? *Yes* *No*

Comments:

21. At any time in the past when you have had direct contact with the WSP, did you give the trooper permission to search you, frisk you, or pat you down?

Yes *No*

If YES

Do you think the trooper had a legitimate reason to search you? *Yes* *No*

Comments:

22. Have you contacted the WSP for service of any type during the past two years?

Yes *No*

If YES

How satisfied were you with the service you received?

Very Satisfied *Somewhat Satisfied* *Somewhat Dissatisfied* *Very Dissatisfied*

Comments:

23. How would you describe the amount of visibility/coverage the WSP generally maintains on state highways and freeways?

Too little *About the right amount* *Too much*

24. What would you consider to be an adequate response time if you were on a state highway in the countryside and had car trouble and needed assistance?
15 Minutes *30 Minutes* *45 Minutes* *1 Hour*
25. What would you consider to be an adequate response time if you were on a state highway in the countryside and were involved in a collision or other emergency?
15 Minutes *30 Minutes* *45 Minutes* *1 Hour*
26. Did you wear a seat belt the last time you drove an automobile?
Yes *No*
27. Do you believe that seat belt use should be encouraged by the WSP through **strict enforcement** of the mandatory seat belt law?
Yes *No*
28. Do you believe that enforcement of the “primary offense” seat belt law (you can be stopped and ticketed for failure to use a seat belt) has had a positive effect on highway safety in the State of Washington?
Yes *No*
29. Have you seen or heard a “click it or ticket” message regarding seatbelt use in the last year?
Yes *No*

Section 3 – Perceptions of Problems
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In the following section, we would like to obtain your views on what you feel are the **most serious problems** in traffic law enforcement in Washington, and *how well you think the WSP is addressing those problems*. Included in these problems are *Road Rage* and *Aggressive Driving*, which the Patrol defines as follows:

Road Rage: “An assault with a motor vehicle or other dangerous weapon by the operator or passenger(s) of another motor vehicle, or an assault precipitated by an incident that occurred on a roadway.”

Aggressive Driving: “Two or more moving violations likely to endanger persons or property, any single violation that requires the defensive reaction of another driver, or speed twenty or more miles per hour above the posted limit.”

30. For each issue below, please indicate what you believe most closely describes the extent of these problems in Washington by circling a number in the progression from 1 (“No Problem”) to 5 (“Serious Problem”) in the first column. Then, indicate how well you think the WSP is addressing the problem by circling the appropriate number in the second column, with “1” meaning “Not Enough Effort,” “3” meaning “About the Right Amount of Effort,” and “5” meaning “Too Much Effort.”

	<u>SERIOUSNESS</u> <u>of PROBLEM</u>					<u>WSP EFFORT</u> <u>on PROBLEM</u>												
	No Problem	1	2	3	Serious Problem	1	2	3	4	5								
i. Auto Theft	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
ii. Drunk Drivers	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
iii. Drug-impaired Drivers	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
iv. Unsafe Vehicles (defective equipment)	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
v. Speed Violators	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
vi. Uninsured Drivers	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
vii. Distracted Drivers	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
viii. Traffic Congestion	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
ix. Aggressive Driving (offensive driving)	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
x. Road Rage (violent responses)	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
xi. Reckless/Unsafe Car Drivers	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
xii. Reckless/Unsafe Truck Drivers	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
xiii. Reckless/Unsafe Motorcycle Riders	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5
xiv. Other (Please list) _____	1	--	2	--	3	--	4	--	5	1	---	2	---	3	---	4	---	5

Section 4 – Attitudes Concerning Racial Profiling (biased policing)

31. It has been reported nationally that some police officers stop citizens of certain racial or ethnic groups because the officers believe that these groups are more likely than others to commit certain types of crimes. Do you believe that troopers in the Washington State Patrol engage in this practice when they decide to stop drivers?

Yes *No*

If you answered “Yes” above, how widespread do you think this practice is within the WSP?

Widespread *A few troopers do this* *Very few if any troopers do this*

40. How would you rank the **level of confidence** you have in each of the following public agencies where you reside?

(Please circle the appropriate number)

	Little Confidence	↔	Great Confidence
A. Local Schools	1-----2-----3-----4-----5-----6-----7		
B. Local Government	1-----2-----3-----4-----5-----6-----7		
C. County Government	1-----2-----3-----4-----5-----6-----7		
D. State Government	1-----2-----3-----4-----5-----6-----7		
D. City Law Enforcement Agencies	1-----2-----3-----4-----5-----6-----7		
E. County Law Enforcement Agencies	1-----2-----3-----4-----5-----6-----7		
F. Washington State Patrol	1-----2-----3-----4-----5-----6-----7		

41. In the area of **general outlook on life**, please place yourself on the following five-point scales by drawing a circle around the number that best represents your own beliefs.

Most people can be trusted.
undecided
You can't be too careful in dealing with people.

1 ----- **2** ----- **3** ----- **4** ----- **5**

Most people are honest.
undecided
People are always cheating to get ahead

1 ----- **2** ----- **3** ----- **4** ----- **5**

42. Would you be interested in taking part in a *Townhall Meeting* hosted by the Washington State Patrol detachment in your area if one is held in the next six months? If so, with your permission we can provide your name and address to the Patrol on a separate list of persons who might be interested in being invited.

- Very Interested in Being Invited*
- Somewhat Interested in Being Invited*
- Not Interested in Being Invited*

Additional Comments on the Survey:

If you have any questions about the survey, you may direct them to the Division of Governmental Studies and Services at Washington State University (509-335-3329). If you would like to see a summary of survey findings and further information about the Washington State Patrol, please check this box.

Thank you very much for your cooperation.

Survey Number _____(used only for mailing)

APPENDIX B

Content Analysis Results

Theme 1. Road Rage and Aggressive or Reckless Driving

1.1. Problem: Fast, Aggressive, or Reckless Drivers

Too much time spent on speeders. Not enough time spent on other crimes. Need more unmarked cars to catch Aggressive Drivers and Road Rage.

Would like to see more state patrol officers on the I-5 from Mt. Vernon to Bellingham, too many Canadians like to speed and drive aggressively.

I see plenty of drunk/aggressive drivers and few WSP. The WSP seems to be busy in safe areas operating speed traps instead of patrolling dangerous areas.

The traffic and aggressive driving in Seattle is brutal and feeds on itself. When I lived in Federal Way and commuted on I-5, I drove faster and "meaner." Since I moved to Kitsap Peninsula 2 years ago, I have slowed down, never speed, let people merge, act courteous, my blood pressure is down and I'm relaxed.

I would like to see more done about people going through red lights/ putting others in danger, especially semis. Also more needs to be done with tailgaters. They push you/ ride your bumper/don't give you any room to make quick decisions.

I feel we need a larger presence on our highways to stop the aggressive and speeding idiots out there. I could have "nailed" at least 5-7 people just on my way home today on 509. You need a traffic division that just "mingles" and gets people slowed down or off the road.

The WSP serves a very important role in our traffic control and law enforcement. I appreciate their effort. Traffic congestion is getting worse. This in turn aggravates all of the problems in speeding, reckless driving, DUI and road rage. You could double the WSP forces and still have your hands full. The WSP is great to have on the road when emergencies happen. Almost every time I'm on "5" or "405" and the speeding traffic weaving car goes by pushing their way thru traffic, I think, "oh where is that trooper to stop such poor driving."

Troopers need to have more unmarked cars to catch aggressive truck drivers and car drivers.

WSP needs greater visibility on state highways. Especially pulling over and dealing with truckers who are weaving, speeding, driving aggressively.

Too much concentration on minor speeding violations on freeways. It has been shown that speed alone is not nearly the issue that impaired, aggressive, distracted drivers are.

More emphasis on impeding traffic may alleviate some “road rage” and reckless thrilling behaviors.

My son was cited for hit and run and handcuffed and placed in the patrol car. He was hit in the rear by an aggressive driver trying to prevent him from changing lanes to exit the interstate. When he saw the trooper he reported to him the incident and at the same time he was being chased by this road raged driver without a license which has been suspended. My complaint: why was my son put in cuffs and placed in the patrol car and the other driver who was driving in violation not cited for causing the incident? My son was cited for hit and run and to this day we are trying to correct this. Was it because he is black and the other person white?

This survey is slightly biased toward acceptance of current policy as the status quo. For example, “speeding” is included in the package defined as “aggressive driving” even though the driver’s skill level is the issue under high speed conditions. Training is the only difference between state patrol drivers at high speed and the average driver at high speed, yet we are to accept that the state patrol should regulate “speed” as aggressive. I fully believe that not only the state patrol but all law enforcement expends a disproportional large amount of resources on speeding enforcement just because it is very easy to measure and is dandy revenue resources. Not to mention, relatively safe. Our officers should be looking for poor driving habits, and should set an example themselves.

Marysville's speeding issue is out of hand, and truckers are always tailgating to force cars out of there way. I'd like to see more of a WSP presence out there. As for aggressive drivers—that is an issue for our society; impatience, attitude, temper. How do you cure that?

There should be a phone number available to the public so we can report aggressive distracted drunk drivers to the WSP to stop in check on besides 911. Please let me know if there is.

I have little to no contact with state patrol. I am not a good person to be asking questions about general performance of the state patrol. I do not know how effective they are at enforcement actions against unsafe drivers (speeding, aggressive, reckless, etc.) but I encounter drivers who are driving dangerously all the time and feel they are the greatest threat to me and my family on the roads of Washington State.

Race car driving and passing in extremely dangerous situations has gotten way out of control, from Steven's pass westward all the way to Monroe.

Disagree with the use of radar guns. Prefer troopers’ visibility in traffic. Radar guns are only a snap shot of a driver’s behavior. I see many, many, many foolish drivers who pass by a radar unchecked. Dangerous driving isn't always caused by speed. I disagree with

your definition of road rage unless assault can be verbal and include gestures. Any deliberate action that, through the inappropriate use of an auto, causes anger and disruption [should be considered road rage]. [Bad] traffic should be considered Road Rage.

Aggressive CDL trucks. Speeding, following very close, convoys of 3 or more, very little action by WSP.

The many man hours (our tax money) spent taking the “cheap shot” to ticket safe speeders and stop non-overtly impaired drivers is unjustifiable. I have no reason to believe WSP cares one damn about aggressive, lane-flipping, “me first” drivers but I feel they are much more dangerous than .08 ETOH blood level drivers. And lack of sleep causes more trouble than frankly drunk drivers—what are they doing about that?

Witnessed a near collision caused by an aggressive driver. Reported to WSP. No response after 30 miles on I-5.

Elderly people past a certain age should have to take a driving test. Many elderly drivers should not have a license [because] they cause very hazardous conditions.

Reported aggressive driving, but did not feel it was handled either time I called the police... Good survey questions! Especially #30. To reiterate my two top concerns: --I've called in aggressive driving and road rage 3 times over last few years and feel like it wasn't a priority and there wasn't a resolution. --Similarly, the WSP could use more unmarked cars to go after aggressive and distracted drivers rather than speeding. I have gotten 2 tickets in Washington yet have never had an accident or been as much a threat as some things I've reported. Otherwise, great and respectful job. I support the WSP.

By and large, I feel positive about the services of WSP. I do feel that too much effort and too many resources are devoted to raising revenue via speed enforcement and more effort and resources should be directed toward aggressive driving, traffic congestion, and DUI.

The punishment for driving distracted is too low. If there are 2 infractions, you should lose your license or do community service. Road rage penalty should be to complete several hours of community service. Drunk driving should be enforced more then it is because it seems that the punishment is not a deterrent. Cars should be made w/breathalyzers.

I think aggressive drivers and drunk drivers are a huge problem on our highways. I believe the state troopers are doing the best they can with what they have. However, we need many more troopers out there in order to tackle the problem effectively.

My greatest “complaint” are aggressive drivers on the freeway. I call them “car bullies” and always wonder where the State Patrol is when I am being harassed [so much that I have] to change lanes.

There are way too many fast and aggressive drivers on the road—we need to get them off the road.

I would like to see more WSP on the highways. I think their presence is a great help in reducing aggressive driving. My impression is the WSP is a very professional organization.

[There] is a large problem with road rage and aggressive driving. I believe that a much greater effort needs to be made in controlling both.

[There are] some crazy, uninsured, irresponsible drivers out there! And dangerous many are.

In general, the WSP is providing an adequate service in a needy environment. Your patrol men and/or leaders need to be more involved w/community (service clubs, engagements, etc.) for PR reasons if nothing else. My biggest disappointment w/WSP has been the disinterested and cavalier responses I have had from dispatch personnel when I have made calls in regard to reckless driving, road rage, etc. You need road signs ENCOURAGING every driver to make the highway environment safe by reporting obvious violators. Nobody loves a habitual “rat” but there are those of us who feel [a] certain responsibility when we report (only occasionally!!) a violator.

Something needs to be done. Fine people for tailgating.

Responses from survey Question 30xiv: 84 respondents identified tailgating, reckless, or aggressive drivers as a problem that the WSP should pay attention to.

1.2. Problem: Slow Drivers in the Left Lane or otherwise causing Frustration

One of the biggest problems on the highways are people going too slow... 45 in a 55 zone etc. [There is a problem with people] pulling into traffic without yielding sufficient[ly] to oncoming traffic (forcing sudden defensive movement). Common courtesy also seems to be lacking in many drivers i.e. not allowing lane changes by speeding up and tailgating. Also, more than once I have been behind a car going 40-45 in a 55 zone on a two-lane [stretch] then when the road becomes 4 lanes, they speed up to 60+ mph. This is incredibly frustrating! Pulling over this kind of driver would help curtail some road rage.

Slow vehicles cause more road rage, accidents, etc. than speeders do! Speed limits set should be the speed [drivers are required to go], not slower if wanted.

Excessively fast driving, >20 mph above posted limits, is in my opinion a potential problem with traffic safety but I strongly believe that drivers who drive at or below the posted speed limit in the passing left lane are far more dangerous. In this lane they encourage road rage from drivers behind them or cause these following, impatient drivers

to change lanes excessively to get ahead of them. I think greater enforcement and citations/warnings to left lane slow drivers is required. Thank you for addressing this specific issue.

In my experience, slow drivers and commercial vehicles in the left lane increase the incidence of road rage. We travel quite extensively throughout the Western U.S. by car. The state of Washington is the worst when considering the ability of drivers to yield to faster traffic. Truck lanes are seldom used. Cars use the left lane of multi-lane highways and freeways for continuous travel. In other states and countries they ticket for traveling in the left (passing) lane. Signage for this requirement could also improve.

I think slow drivers cause as many problems as speeding drivers. When they go below the speed limit, other drivers are forced to pass them, which can be a danger. I think more slow drivers should be pulled over, and be given a warning about the “delay of 5 vehicles.”

You tell me—[you] come upon drivers doing under the speed limit, pass them. I've had drivers tailgate me for 20 miles. After I passed them, [they speed up and follow closely behind and] speed means nothing to them until you pass. Finally you come to a truck-passing lane. [You] speed up to get around slow drivers or log trucks. These same slow drivers will speed up to maintain their position. As soon as they are back in a no passing situation, they throw out the anchor and return to their under-the-speed-limit driving. The state patrol should monitor these truck-passing lanes. You won't believe the antics that drivers pull. Some drivers will match their speed with an inside car so no other cars can pass, or they will slow down so no one can pass. That's road rage (of sorts).

I think the problem of not making the non-passing drivers move to the right causes a lot of congestion, aggressive driving, and leads to road rages.

Passive aggressive drivers: “drivers who are the root cause of aggressive behavior by driving five or more miles per hour below the posted speed limit.”

One area of improvement needed: pulling over vehicles/RVs going well under speed limit backing up traffic on highways (101) this occurs very often between Hood Canal and Port Angeles. People get frustrated and try to pass. Never have I seen any of these slow vehicles (RVs) get pulled over for holding up more than 5 cars.

Would like the WSP to enforce the “slower traffic keep right”!

On Hwy 101 between Sequim and [the] Port Townsend cutoff, I believe the 5 or more vehicle delay law should be more enforced. The more traffic [is] backed up there, the more drivers get impatient and take dangerous chances at passing. This is a regular occurrence everyday.

Responses from survey Question 30xiv: 49 respondents identified slow drivers as a problem that the WSP should pay attention to.

1.3. Problem: Distracted Drivers

Clueless cell phone users are not aware of events around them when chatting on the phone while driving. I have seen many occurrences of other drivers getting upset at cell phone drivers. Would like the WSP to enforce mandatory “hands-free” cell phone use while driving. Hang up and drive!

Not enough emphasis on distracted drivers—as in cell phone drivers—that can not stay in a lane or turn in their lane. They are causing as many accidents as alcohol.

The punishment for driving distracted is too low. If there are 2 infractions, you should lose your license or do community service.

Cell phone use while driving should be against the law.

Distracted drivers should include drivers that eat & drink on the road as well as those on cell phones. New license holders (16yrs) should be stopped and warned of this danger, not cited.

Pass a law against cell phone and digital devices for text messages, enforce seatbelt law. Pass law against dark [tinted] side windows, need to have eye contact (enforce this law). Establish more smart lights especially in congested areas and also remote areas. Pass law against holding pets, smoking by drivers, too much distraction.

Responses from survey Question 30xiv: 66 respondents identified drivers talking on cell phones as a problem that WSP should pay attention to.

Theme 2. Semi-Trucks

2.1. Aggressive, Reckless, or Negligent Semi-Truck Drivers

I did a “write in” for uncovered loads because every day I see that. Today I followed a truck hauling crushed cars that had a loose net covering that would not stop anything. The law says “cover it” but I have never seen a stop for that and I wonder what the Patrol’s policy is for violating the law.

I believe that bid trucks (semis) driving in the fast lane or not moving over is of concern in Washington, compared to other states I drive in. They stay there with no traffic in front of them at times.

This may be off-base from the intent of this survey, but I am concerned about the unusually large numbers of 18-wheel trucks on the freeway system. Specifically, [I am concerned about] the hazard to other drivers from tire debris, sometimes strewn on the

freeway itself. Also, [there is] the safety concern of the 18 wheelers that are towing an additional container—they seem to be too long for adequate control in the event of an emergency stop.

Tandem trucks should be outlawed.

Do something about the speeding and following too close by large trucks. Not unusual to see 70mph+ by them every time you are on the road. How could the WSP approach this?: Use unmarked cars; don't stay in one area too long. 1 or 2 tickets then move on (they have radio's); get into the news the larger fines. Also what is being done about unsafe trucks? Report tickets to their employers.

[Regarding Question 11 asking how well the WSP does at detecting commercial vehicles that are violating traffic laws] Appears to be so—have observed trucks pulled to the roadside.

I stopped a WSP officer to complain about semi-trucks tailgating. They do not stay in [the] right lane going through lines, speeding after they pass. They stay in the left lane forever. In the rain they are impossible to see around due to the spray they throw. Do they ever get citation? I have never seen it... the truckers are the biggest problem on the roads today, not the average drivers of automobiles. The highways would be a lot safer if the truckers were put in check. I-5 between Blaine and Tacoma is the pits.

Truckers, especially log and gravel trucks, need to be slowed down for public safety.

One of the biggest concerns I have is about the semi-truck drivers. They go way too fast [and they] ride the lines when they want to be in your lane. It can be very frightening. I don't like to travel in the "fast" lane, but I sometimes have to in order to "get away" from the semi trucks. I worry if they are going to fall asleep at the wheel.

On SR 14, the trucks are tailgating and speeding [and] crossing [the] center line.

WSP needs greater visibility on state highways. Especially pulling over and dealing with truckers who are weaving, speeding, driving aggressively.

In general the WSP does a good job with limited manpower. I drive quite a lot and see situations that should be monitored more i.e. truckers' speed and offensive driving.

[Regarding Question 30xiii asking respondents about the extent of reckless/unsafe truck drivers on Washington roads] Too often I witness (actually daily on I-90) trucks with poor securing of loads, or trucks with heavy loads moving into [the] center and left lanes trying to pass other trucks and slowing passenger cars.

Marysville's speeding issue is out of hand, and truckers are always tailgating to force cars out of their way. I'd like to see more of a WSP presence out there.

The main 2 issues I have w/the roads are sport bike riders who don't obey the law and truck (line haul) drivers who have no regard for red lights. It just seems like there is never an officer there at major roadways when these violations are happening.

I have called in by cell phone several times to report speeding, tailgating Canadian truckers. Told there is nothing WSP can do!!

Aggressive CDL trucks. Speeding, following very close, convoys of 3 or more, very little action by WSP.

I was run off the road by a semi and I called in to give the license number. Everyone was helpful but I would have liked some kind of follow up.

I also see a great many semis on Highway 11 between Bow Hill Road on I-5 [and] exit 231 who are obviously avoiding the Bow Hill weigh station. Something needs to be done!

One thing that I have noticed when driving on the highway lately: the semi trucks are driving in the middle lanes and not getting over to the right lane. This makes it so hard to see when we have one of our famous rainy days. I feel this makes the road conditions extremely dangerous. Between not being able to see what is ahead and the tire spray, [visibility] is terrible.

I do think that the most serious road/driving issue is truck drivers driving unsafely and driving these huge vehicles while talking on a phone.

Called 911 for an aggressive semi-truck driver. Never had response.

Cities (Seattle and Tacoma) are not enforcing [laws in] the port areas at all. Unsafe trucks. Unsafe drivers. Drivers don't speak English. For God's sake, please do something BEFORE, not after, someone gets killed by an unqualified, unsafe port truck driver. Thank you!

Need to figure out a way to catch the truckers who bypass the scales. There are probably other reasons (drugs and alcohol) to avoid the scales.

Concern #1) trucks hauling commercially under a farm permit. #2) truck drivers not being able to speak or read English.

The commercial vehicle division used to inspect truck at your location now you have to take trucks to them if you can find them!!!

Trucks from BC. Going too fast, tailgating.

Truck drivers own the roads and are always driving [in] excess of the speed limit. I see them pass me on I-90 and I never see a truck pulled over for speeding. I think the troopers look the other way.

We need truck lanes.

More emphasis needs to be placed on keeping semi trucks out of the fast lane. They inhibit the flow of traffic. Gravel trucks are a hindrance on local highways. My cars are always being hit by rocks falling off these trucks. Make them wash down their trucks after each load and make them cover their loads with tarps.

Speeding semi truck in snow storm was reported, drove by trooper parked in medium strip, trooper did nothing. Truck was weaving and making cars move over.

I called to report a trucker weaving and speeding on freeway. He was stopped a few miles away. Called, reported an accident, response was fast, they took over and I left.

It is more than obvious that 90,000lb trucks going 70-75 mph (60 mph speed limit) do not get a second look from WSP, but a car going 10 over gets a ticket. Why?

To whom it may concern: I just want to point out a couple of incidents I've experienced over the years involving police officers, one being a state patrol officer, the other a Seattle officer. I think I was harassed unfairly by this SPD office back in '88 and I regret to this day not having filed a complaint right away because I believe this practice should stop. I gave this officer no reason to treat me the way he did. What I did was what he claimed: [I] was running a red light and he had a good point. I couldn't stop [my] big commercial truck in the middle of an intersection, but the problem was the harassment that followed [the trooper stopping me]. The guy makes me wait for one entire hour, [and] writes me for 2 other violations that weren't true. I mean this guy was on a power trip—he was a rookie. But I was fortunate enough that when I went to court, the judge dismissed them.

Also pet peeve, large trucks in the fast lane going too fast to stop safely in traffic.

I have a great concern about the recent (last 12 month) increase I have seen in excessive speed (70mph) by commercial truckers. They are becoming aggressive in lane changing and creating hazard for car drivers who are obeying the speed laws. And I have yet to see any of them stopped by state police. Is there some unwritten code allowing them to exceed the truck speed limit by over 10mph?

Responses from survey Question 30xiv: 37 respondents identified aggressive, reckless, or negligent semi-truck drivers as a problem that WSP should pay attention to.

2.2. Truckers feeling Harassed or Poorly Served by the WSP

My employee is pulled over and harassed regularly in my dump truck. They never even know what they are looking at or talking about. Instead of being helpful or understanding they just write a big ticket or park the truck and we beat it in court! I requested help with one officer that repeatedly pulls over my truck but he still is doing it!

My brother is a commercial truck driver. He feels that WSP targets truckers too much, treats them very unprofessionally like second class citizens. He feels inspections should be quicker and [troopers should] look for important safety problems, not [just look for] violations.

Your survey needs to have questions on truck enforcement officials and their attitude and lack of respect.

Was still left with some questions about strapping laws for semi trucks. Different response from different people in the patrol.

Needed accident report for one of our trucks—They said we could not investigate and would send us info—It's been over 6 months and still no response.

I am a commercial vehicle operator and feel that long trucks in our area are targeted for inspection and harassment at times by certain officers. Also, when we have a problem that requires us to stop on the road people do not even attempt to move over when possible. We are required to keep our equipment and loads safe and secure so if we have such problems, people should try to give you some courtesy to take care of the problem without feeling like you are taking your life in your hands.

I being a truck driver and now a part-timer, I believe that the commercial division of the state law team are very disrespectful of truck driver in general. Their attitude towards drivers is very bad on a large scale. The younger troopers are the worst!

2.3. Truckers feeling Endangered by Car Drivers

Need to get cars to drive better around trucks! Need to do better job of stopping cars from changing lanes too close in front of trucks! Truck drivers are some of the safest drivers out there. They are professionals at driving. Car drivers not so good! Don't have to pass hard tests to get CDL. Everything you eat, own, or buy was on a truck at one time. Try to protect us from car drivers better. [Regarding Question 11] Canadian truck drivers never get stopped for this! Why?

In the past, I drove a truck, [and] my husband is currently and has driven a truck for 44 years. We see and have seen for years that truck drivers drive too fast for leaving safe distances. We are also aware that people cut us off into our safe area (we call it that) but they (truck drivers) don't back off to keep that distance. They are too aggressive. We think there should be more aggressive teaching of speed in the truck school's and safe

distances. (We did not go to driver school.) There should also be more instruction to vehicle drivers on how long it takes a truck or bus to stop when they cut us off.

Vast majority of WSP contact has been positive. I feel that the patrol needs to spend more time enforcing the laws on delay of vehicles as a business owner (trucking). I spend a lot of hours on the road and have had many near misses from people who don't [understand] that a semi can't stop on a dime.

Almost rear-ended by semi truck tanker trying to beat a yellow light. Trooper with a "can't do anything about it, didn't see it" attitude. [He] figured I might have been at fault because I was there. Would like to see more addressed to car/truck interaction on roadways. I believe [the] general public [is] not educated enough on reactions to large trucks sharing roadways [and] to a dominated faster reacting passenger vehicles on roadways. High rate of impatience and discourtesy on both parts. Don't think commercial vehicles are at as much fault as perceived in most incidents. [The] last WSP emphasis on car lane change vs. trucks was completely ineffective. [The] problem [was] obviously recognized [but they fell short] on effort or possibly funds to make real differences.

I am a commercial log truck driver. 26 yr driver so far. I see car drivers on every trip on every road breaking rules. Like speeding, passing on double yellow, on corners with double yellow unsafe passing and disregard for anyone else's life, like it doesn't make any difference if they cause a truck to crash. As long as they don't get caught. When they do get caught, our judges just fine them and let them go. Let's grind or press their cars.

[Regarding Question 11 asking how well the WSP does at detecting commercial vehicles that are violating traffic laws] I think they do a great job with the trucks, but I think they let the autos (cars, P.V.s, and RVs) slide on the way they drive! I see a lot of P.V.s and RVs overloaded—not safe at all. I also see no law enforcement stopping them.

Theme 3. Under-Enforcement of Laws: The WSP is Not Tough Enough

3.1. Reckless Driving

I would like more attention paid to people (drivers) who follow the car in front of them too closely. My understanding is that this causes more accidents than speeding.

I drive a lot on I-5 from Tacoma to Bellingham and am appalled at the lack of enforcement of speeding and reckless driving. I would guess that I see a WSP unit 1 in 7 trips and have never seen more than 2 on the rare occasions of these sightings.

I have almost no experience with WSP. I see patrol cars on highways and am glad to see them, wouldn't mind more patrolling and more speed traps (helps everyone slow down).

I feel the WSP should do more education on traffic laws, [and] have more power to enforce problems that are very dangerous on our highways. Speed, improper lane changes, passing on shoulder, people not paying attention while driving.

I would like to see more done about people going through red lights/putting others in danger, especially semis. Also more needs to be done with tailgaters. They push you/ride your bumper/don't give you any room to make quick decisions.

On the freeway I drive the speed limit or slightly lower and get passed by almost everyone including big trucks. This lets me have my own piece of highway to drive in, but I feel that if it's the law, it should be enforced.

More emphasis on impeding traffic may alleviate some "road rage" and reckless "thrilling" behaviors.

I-5 between Lynnwood and Boeing Field North and South has become a crazy speedway and death trap. It should have more police writing violations and have greater police activity; increase the cost of tickets and slow people down.

I have noticed that there is still a problem on the interstate that has the 60 mph speed limit between Napavine and a little beyond Rochester. It seems more speeding takes place in the afternoon to early evening. (The Oregon drivers contribute to this.) I often wonder why there are no WSPs in this area. I see a big problem in people following too close. Where I am from (Wyoming) you would see more tickets given out for this offense (in town or highway) than any other!

Two serious problems I would like to see dealt with #1. Constantly I see people approaching the freeway from an exit and they don't even look back. People [on the freeway] wind up yielding to them. #2 On the freeway people drive too close to the car in front "tailgating" at 70mph and 3 car lengths behind. This causes multiple pile-ups. This law is not enforced.

More effort on drivers that are daydreaming or on drugs—driving slow or fast or all over the road especially noted near casino.

More WSP should be out on I-5 at night to stop the racers that weave in and out of traffic.

I would like our WSP to show and demonstrate some leadership for moving traffic along faster on our freeways, educating drivers on "how to merge," "how not to rubberneck," are just a couple ways to improve traffic. Cutting across solid white merging lines is illegal and WSP doesn't write tickets for it! WSP needs to use TV and one minute time slots to educate drivers and write tickets for obvious infractions that slow down traffic. Impeding traffic—not keeping up with the car in front of you. Start writing these people up!

3.2. Other Problems with Under-Enforcement

Unrestrained pets in truck beds are rarely stopped. Why not? I'd prefer not to hit someone's pet in accidents?

I would appreciate seeing law enforcement agencies teaming up to catch carpool lane violators and people who violate the carpool requirements at the Jackson street entrance to the Narrows Bridge.

More staff for WSP crime lab, way too long to process evidence. I like emphasis patrols, such as for seatbelts, drunk driving, etc. Really do appreciate all efforts to get drunk drivers off the road!!

Teen drinking and driving has reached an unbelievable level. Now pre-teens are getting into it. The 14 year old in Kalama who killed his female passenger when he wrecked and the 12 year old who killed himself (Woodland) when he wrecked were unheard of just 10 or 20 years ago. Lax enforcement [and] look[ing] the other way by local police and county officers only encourage this type of activity. If WSP could get involved, they might be able to bring it to an end. They don't have to worry about making their neighbors upset.

I believe that the troopers are individually excellent law enforcement officers. The WSP as an agency [however] seems to have left behind their primary mission of law enforcement on the state highway system. For example, the WSP mission statement on the front of this survey is a bland generality that could just as easily be the mission statement for WSDOT.

[Regarding Question 20 asking if a WSP trooper has ever asked permission to search respondent's vehicle] I wish they would search more than they do.

Overall WSP does a good job. I would like to see more enforcement of traffic laws in general.

More work on apprehending people who move over from OR who don't transfer car and driver licenses so they can avoid sales tax.

[Regarding Question 22, where respondent marked that she was somewhat dissatisfied with the service received from WSP] I think they could have done more about the late night noises.

The most important problem is that we have all the laws and rules (Wash.) in place, but there is no follow-up or enforcement on the commercial vehicles. We need more commercial vehicle officers (ones that know what the hell they are doing). I drive 100,000 miles a year, and I see that we have a very few officers in the commercial division that know what is going on. I also know a lot of good ones, but we need more of them.

[Regarding Question 11 asking how well the WSP does at detecting commercial vehicles that are violating traffic laws] I think they do a great job with the trucks, but I think they let the autos (cars, P.V.s, and RVs) slide on the way they drive! I see a lot of P.V.s and RVs overloaded—not safe at all. I also see no law enforcement stopping them. [Regarding Question 12] I don't see a lot of patrol on state hwys, like Hwy 27 South of Rockford, WA. I think the outlying areas are overlooked and not patrolled.

I think there needs to be further training in the area of domestic violence and proper assessment and response in these situations. I do not feel that DV is being handled properly by many factions of law enforcement, WSP being only one.

Uninsured drivers should be arrested.

The state should stop all non-licensed people from wrecking cars and selling parts. I have a wrecking yard and am under strict rules—there are many people junking more cars than I do—without papers which is a felony.

Theme 4. Under-Enforcement of Laws: The Courts and Legislature are Not Tough Enough

4.1. General Comments

If punishment was more severe it would help the patrol do their job to deter law breakers and repeat offenders.

Distracted drivers should include drivers that eat and drink on the road as well as those on cell phones. New license holders (16yrs) should be stopped and warned of this danger, not cited.

The majority of people are trustworthy and good. Then there are a handful that aren't and need to be more harshly punished. If you cut off a thief's hand he would think twice next time.

4.2. Problems with the Courts

I have seen and heard what the WSP does more than my personal experiences. They have a great presence (or favorable presence) and do a great job. It is too bad our court system does not do more to keep those without licenses because of drugs and alcohol off our highways.

In general I am very supportive and have [had] positive experiences with all branches of law enforcement from local to state. I am enraged at the way our scales of justice seem to be tipped in favor of criminals. Groups like the ACLU constantly undermine the

dangerous work [police officers] do. What is happening with our border patrol is appalling. I am not a minority (yet) so may have a different perspective if I were.

I work with D.O.C. housing people. My experience with law enforcement is positive, [but] the judges, governments, media and educational services are doing everything they can to dumb our country down. You can't control the well taught.

I believe the state patrol and police are doing a good job; it's the courts who are hindering justice. Law enforcement can only do so much and it's more than frustrating to see the courts set them free.

The courts are too easy on law breakers.

[Regarding Question 30 asking about the sufficiency of WSP's effort to reduce the thirteen listed problems] It's possible to deem the efforts of the WSP [as] less than successful simply because the ball gets dropped by the judicial system. The WSP can do their job well i.e. make arrests but the system fails in the courts. It appears that law enforcement arm isn't doing their job. I don't know how you can rewrite this question without people making that inference.

The law enforcement municipalities' hands are tied by to many whiners. Everybody thinks if they get pulled over it's because they're Mexicans, or Blacks, or whatever. Also the courts are the biggest problem. A slap on the hand isn't going to cure someone of doing wrong. [This sentence written and crossed out: We need much tougher laws in general.] Not tougher laws but more jail time. I'm from Yakima Co. Something needs to be done about the drug and gang problems here. It's everywhere. We need tougher juvenile laws. If these juveniles learn early that they won't be messed around with in the system, maybe they won't be as inclined to commit crime when they are adults. I'm all for capital punishment. I'm old school, and I've had enough of these little bastards running rampant. If I was to assault a gangster for ripping me off, I would be in more trouble than he would. That's wrong.

[Regarding Question 30 asking about the sufficiency of WSP's effort to reduce the thirteen listed problems] The problem doesn't lie with the WSP, but with our lame and lenient courts.

4.3. Problems with the Law

[Regarding Question 10 asking how well the WSP does at removing drunk drivers from state highways] Need to be tougher.

[Regarding Question 10 asking how well the WSP does at removing drunk drivers from state highways] Legislature should take more or all drinking off the road.

I would like to see greater effort in enforcement of drug[ged] and drunk drivers. Our state legislation must pass stronger penalties for those offering drugs. Impound and possibly

sell their autos if the offender is the owner. I believe our state has one of the finest patrols in the entire nation.

Until and unless the punishment for any of these infractions is more severe (other than monetary) the greatest/largest law enforcement unit will not be effective. Our legal system sentencing is woefully inadequate. Close our borders; Washington is full!

Pass a law against cell phones and digital devices for text messages, enforce seatbelt law. Pass law against dark [tinted] side windows, need to have eye contact (enforce this law). Establish more smart lights especially in congested areas and also remote areas. Pass law against holding pets, smoking by drivers, too much distraction.

There is obviously a lot of crime and violence. I believe we need stricter laws—more police force in general. Also, if there is belief that people are breaking the law, it should be able to be checked out immediately.

If WSP has any collateral regarding cell phone use while driving please apply it with my gratitude. Get it banned! On 3 of 4 trips from Monroe last spring drivers (in each case women; 2 with kids) nearly caused accidents that would have directly or indirectly involved me. The only thing that avoided each incident was EXTREME defensive driving. My thanks.

The punishment for driving distracted is too low. If there are 2 infractions, you should lose your license or do community service. Road rage penalty should be to complete several hours of community service. Drunk driving should be enforced more then it is because it seems that the punishment is not a deterrent. Cars should be made w/breathalyzers.

With regard to drunk driving I would favor more severe penalties for drivers who are really drunk or have caused damage being really drunk and a relaxing of the .08 limit to a percent more clearly criminal.

I feel we as citizens of WA state need to crack down on METH addicts and the crimes they commit. Stiffer penalties and more jail time is a good start. Here in Grant Co. I swear they have a “revolving door” policy and it’s a crock of shit but that’s merely my opinion. Thanks!

Cell phones are a big hazard—they should become a primary offense just like seat belts.

Theme 5. Citizens' Views about WSP Ticketing Practices

5.1. Misplaced Enforcement Emphasis: The WSP is Over-ticketing to generate Revenue and is Ignoring the Larger Problems

The state patrol just waits for speeders and doesn't stop to help people. I see them drive by breakdowns and I am the one that calls 911 to report it. Face it, cars are dangerous at any speed [so] why enforce strict speed limits, give it a general range [for instance] 55-75. I have lived in Germany and they don't have limits on some freeways. Who cares!

Too much time spent on speeders. Not enough time spent on other crimes. More unmarked cars to catch Aggressive Drivers and Road Rage.

The patrol was once highly respected. They saw their job as saving the people. We trusted the patrol. NOW they appear to be far more concerned with ticket quotas and generating income through citations and arrests. The attitudes of the troopers (many at least) seem much different than they were several decades ago.

There are areas in every county where highway speed limits change between cities. These are definite speed trap areas where there are always cars stopped by WSP. I'm sure a majority of the folks stopped are not aware of the speed limit changes. Does WSP have quotas to meet and is that why they concentrate on these areas? Of course I have no way of knowing whether these folks are being ticketed or warned. I hope they're being warned! Unless they're repeat violators.

I fully believe that not only the state patrol but all law enforcement expends a disproportionately large amount of resources on speeding enforcement just because it is very easy to measure and is dandy revenue resources. Not to mention, relatively safe. Our officers should be looking for poor driving habits, and should set an example themselves.

I think Washington State has gone way overboard with writing tickets to speeders. It's approaching harassment of the citizens. I like the Arizona model where only the severe violators are ticketed. I think there are far more pressing issues for WSP and the State to worry about. Identity theft, bank fraud and personal property theft is rampant with little response from state and local government.

I also get the feeling the WSP is more concerned with writing seat belt tickets than trying to clean our cities and small towns of meth! Meth will bring a small town to its knees. If WSP goes after meth dealers like they do seat belt violators I would feel a little better about my dollars going to WSP. You don't need a survey, everyone can see WSP priorities need to be re-directed.

How do you know you have crossed the Wash. State borders? Because there are WSP cars giving tickets at every possible spot of the hwy. Their biggest job appears to be revenue generating.

The many man hours (our tax money) spent taking the “cheap shot” to ticket safe speeders and stop non-overtly impaired drivers is unjustifiable. I have no reason to believe WSP cares one damn about aggressive, lane-flipping, “me first” drivers but I feel they are much more dangerous than .08 ETOH blood level drivers. And lack of sleep causes more trouble than frankly drunk drivers—what are they doing about that?

Too much effort is put into just speeding. Many speed limits are too low for today’s modern vehicles. I would like to see WSP put effort into distracted drivers... talking on phone, eating, petting dog, etc. As a recent car theft victim, it seems like law enforcement has little time to care about theft, but [they are] there to give a ticket for 5mph over limit.

While the seat belt law has improved safety, I don’t believe it’s a good use of trooper time to stop people solely for this reason.

The new attitude of all local, county and state officers is to make money for their area of jurisdiction. If you get stopped, you’re getting a ticket.

I would just like it when a state patrol officer pulls up onto an accident scene that they know what to do for the injured. I have seen seven different accidents where the troopers have mistreated and mismanaged the scene. The troopers have pulled people with broken necks out of the cars, told people they are just confused when they have a head injury, and said patients do not need an ambulance when they are hurt. Our troopers need more EMS training. They need to worry less about speeding tickets and more about now to [help] people better.

I strongly disagree with tactic used whereby officers hide (unmarked vehicles, etc.) or park on curves, by buildings, etc. Seems to me that the more visible an officer is the better chances of PREVENTING unsafe acts, as opposed to trolling for money; the prevention in this case only comes after the officer has ambushed a speeder etc., and has his lights on along side the road.

As a previous law enforcement person (11yrs), I hate to sound in a negative way towards other law enforcement personnel because for the most part it isn't the officers' fault. Traditionally the job of the highway patrol is one of traffic more than crime enforcement but all agencies have become so revenue oriented that all most officers do is sit around and wait for violations that generate revenue instead of preventing/solving crime.

Need to stop poaching. This means stop patrolling the city streets and focus more on the highways and interstates [and] stop being so intent on writing as many tickets/making arrests. The recent arrest of the Spokane police officer is an example of overly aggressive policing. The charges were dropped because the WSP trooper was too aggressive and wanted to make an arrest at all costs even though he clearly didn't have probable cause for an arrest.

To the State Patrol, I understand that speeding is very dangerous in many circumstances; however, you're putting too much effort and attention on speeding while many other crimes are being committed (on the road) that you've seemed to somehow overlook. When the case is excessive speeding (for example over 100 mph), then I completely agree on the way that's not tolerated.

I think instead of seatbelts and faulty equipment on cars, they need to focus more on drunk driving, speeding and stuff that puts innocent people at risk instead of [risking harm to] themselves.

Officers should be given and use discretion in citing drivers instead of meeting quotas.

By and large, I feel positive about the services of WSP. I do feel that too much effort and too many resources are devoted to raising revenue via speed enforcement and more effort and resources should be directed toward aggressive driving, traffic congestion and DUI.

Great Survey. I've done a couple ride-“alongs” and know what WSP faces daily and have great respect! I also am aware of the red tape and am very frustrated. WSP does great job with what they can do. We do need additional coverage—not based on population but need. WSP needs to focus on drugs and alcohol, speeding second. I know too many kinds who get off easy with the drugs/alcohol.

I feel that in our community the police do not do the proper job when it needs to be done. Yes they pull people over for traffic violations speeding and all that. Don't get me wrong those things are important but there are more important things to be patrolled like our streets and neighborhood people are always getting hurt. Stabbed, shot, killed by these things and it seems they're never around when that happens!

We need more troopers with marked cars, that slows everyone down. Unmarked cars catch only [one] vehicle. It seems like WSP is out to make money writing tickets, instead of making the roads safer for everyone.

This may not be an issue that the WSP can address, but I strongly feel that there should be some standardization RE: School zones. We have standardized laws & signs for speed, stopping, etc. But there is no such thing for school zones. I feel that school zones should be standardized & flashing lights when reduced speeds are required. Some cities use school zones for an income stream, and not so much for traffic safety.

As a long time resident of Vashon Island it is very disgusting to see WSP come visit this Island solely to set up radar traps at the bottom of hills, etc. This is clearly a revenue mission under disguise as “public safety.” Respect has to be earned, it can't be legislated.

5.2. Opposite View: The WSP does not Overticket

The WSP do a fine job. But seems to have so many other responsibilities that it is hard for them to have enough troopers on the road, where they are really needed. These include the state fire marshal, drug investigations, crime jobs, etc. which all involve few enforcement but not traffic safety which I think should be more of their forces.

Troopers in Thurston County respond to accidents on county roads. This takes them off the busy 75 Highway. Thurston County sheriff should be covering accidents on county roads. Troopers need to have more unmarked cars to catch aggressive truck drivers and car drivers.

I have always had good interactions with state troopers. They are generally fair and understanding. They seem like they are more interested in keeping people safe than bullying people with tickets.

Theme 6. Biased Policing

6.1. Driver Race

6.1.a. The WSP Discriminates by Race and it is Unjust

Asked me what nationality I was, told me to open the trunk... Troopers I have engaged were all dishonest. They added more violations and [are] rude if you are not white. Were not accurate in writing ticket.

[Regarding Question 31 asking whether WSP troopers engage in racial profiling when making traffic stops] May not be intentional—subconscious racism

My son was cited for hit and run and handcuffed and placed in the patrol car. He was hit in the rear by an aggressive driver trying to prevent him from changing lanes to exit the interstate. When he saw the trooper he reported to him the incident and at the same time he was being chased by this road raged driver with a license which has been suspended. My complaint: why was my son put in cuffs and placed in patrol car and the other driver who was driving in violation was not cited for causing the incident? My son was cited for hit and run and to this day we are trying to correct this. Was it because he is black and the other person white?

As soon as the trooper realized I was black she asked me to step out of the vehicle so she could search it... They took me to jail and towed my car. However, they left my window down so the rain and snow could mess it up. They also stole my cell phone and when I called no one returned my call.

Being of some African American descent, I don't feel safe around police. I always feel nervous and like I'm going to always be over-scrutinized. I have been pulled over for DUI and blew a .002. I got a ticket for speeding and the radar malfunctioned at the trial.

[Regarding Question 31 asking whether WSP troopers engage in racial profiling when making traffic stops] A few years ago, I had a friend who was constantly being stopped for no reason other than his race.

The main thing is that the police in Washington State as soon as they see a Latino they automatically think that we don't have insurance and that we have a criminal record. In other words there is too much discrimination around.

Be aware of prejudices! Race matters—racism continues and penetrates all systems: State, local and government on some level. Cultural competency is needed and should be mandatory—increase awareness to decrease biases.

Age discrimination... Racial profiling.

I believe the WSP have a serious problem with racial and ethnic profiling coupled with sexism and ageism. In other words, they seem to specifically target young males of all races and ethnicities with heavy bias towards young males of color. This bias further appears to be rampant at all levels of the criminal justice system with poor people of color suffering the injustice of our so-called "justice system" the most. Justice is not blind. It is bought and paid for.

[Regarding Questions 20 and 21, where respondent marked that the police did not have a legitimate reason to search respondent or the vehicle] I believe he already classified me as suspicious because I was a minority! Again minority I believe if I was not minority he would not have [searched me]!

My husband was stopped by Trooper [name] for speeding. My husband was unable to communicate with the trooper [because of a language barrier] and tried to call me and was ordered to not use the phone. When the trooper asked for my husband's license, my husband produced a copy that the trooper refused to look at. The copy was found by the judge to be valid. I filed a complaint against Trooper [name] as he refused to let my husband call me nor did he offer to contact an interpreter which his supervisor informed me was an option. I did see an article in the paper where Trooper [name] received a commendation. I think this is wrong. He preys on Hispanics that can't communicate and doesn't afford them an interpreter or allow an explanation and even when documents are produced, he wrongfully issues citations knowing that the chances a Hispanic will fight the ticket are slim thereby increasing the number of citations that are successfully prosecuted.

[Regarding Question 31 asking whether WSP troopers engage in racial profiling when making traffic stops] I am white [and was] ticketed because he had his Hispanic quota for the weekend.

I would like the change of the state patrol's behavior. They should treat us like everybody else, such as Mexican, African Americans, and other races.

6.1.b. The WSP Profiles by Race—And they Should

[Regarding Question 31 asking whether WSP troopers engage in racial profiling when making traffic stops] But sometimes it is understandable.

[Regarding Question 31 asking whether WSP troopers engage in racial profiling when making traffic stops] I would too! More should!

Because of problems in society today, profiling is necessary.

[Regarding Question 31] Stop being politically correct! Officers need to watch certain racial or ethnic groups e.g., (radical Islam Muslims).

[Regarding Question 31] I don't have a problem with the little amount that it happens (it happens with white guys getting stopped too).

I believe our law enforcement officers provide the most incredible safety for all of us. Unfortunately minority rights and special interest groups are beginning to tie the hands of the professional people who would protect us when threatened. Equality for all. If you look suspicious, you probably are.

I believe that profiling in anyway is necessary. Police should be able to pull someone over or question someone based on how they look. An officer of the law seems to have good enough judgment to decide who to stop. People that use racial profiling as an excuse as to why they were stopped are just looking for scapegoat.

[Regarding Question 31] Lets be real—If ethnic groups DO commit more crimes, then it's ok to stop them!

[Regarding Question 31] I wish I saw more for Homeland Security

[Regarding Question 31] I have no problems with profiling, it is just good and intelligent policing. In general, if there is a problem with WSP it is limited manpower thus limited exposure. Also, I would recommend more unidentified police vehicles.

[Regarding Question 31] Maybe they should.

[Regarding Question 31] But they should! Not widespread enough!

[Regarding Question 31] They do this for good reason.

6.1.c. Unsure whether the WSP Profiles by Race or Not

Question 31 is difficult for a non minority to answer honestly. There should be an “I don’t know” box added.

I am Caucasian and therefore have no personal experience with racial profiling. While I [have] heard/seen it reported, I don’t have a clear understanding of how widespread the problem is.

Without any consistent contact with WSP and knowing only what the media reports, it would be difficult for anyone w/out first hand knowledge to answer the question. We do feel the patrol is doing the best they can given the mobile population, the ethnic diversity of our population, and the funds available to them.

[Regarding Question 31 asking whether WSP troopers engage in racial profiling when making traffic stops] Being white I have no way of knowing!

[Regarding Question 31] Not sure.

6.2. Driver Income, Class, and/or Type of Car

The one discrimination I have seen is the type and color of the car you drive. I saw a state patrol continually picking on the same type and color while letting the others go.

The state profiles and targets carpenters and electricians and plumbers etc. for tickets. They treat working people unfairly.

I believe the WSP have a serious problem with racial ethnic profiling coupled with sexism and ageism. In other words, they seem to specifically target young males of all races and ethnicities with heavy bias towards young males of color. This bias further appears to be rampant at all levels of the criminal justice system with poor people of color suffering the injustice of our so-called “justice system” the most. Justice is not blind. It is bought and paid for.

[Regarding Question 20, where respondent marked “no,” the trooper did not have a legitimate reason to search the vehicle] I believe I was searched because of the looks of my vehicle and that I was pulled over for the same reason and to see if I had insurance...

[Regarding Question 21, where respondent marked “no,” the trooper did not have a legitimate reason to search him] They say they do it for their protection but they do whatever they want when they wear their badge and gun... [Additional comment on back page of the survey] I believe that the law enforcement of WASHINGTON (ALL) pull over cars that are not “pretty” or older vehicles just to see if they can give out a ticket for NO INSURANCE. I believe that this is the reason I have been pulled over many times, as the reason given [to me by the trooper] for being pulled over is 85% [of the time]

ridiculous. I also believe I see a lot more of these offenses being practiced by all law enforcement. The low income people that can't afford any tickets anyway. Even though I highly believe in insurance and always carry it.

6.3. Driver Gender

[Regarding Question 31 asking whether WSP troopers engage in racial profiling when making traffic stops] Women get stopped more often than men. Especially at the end of the month.

In the wake of recent newspaper reports, I am alarmed no questions were posed regarding my perceptions of how troopers treat women and how widespread sexism might be. It's probably far more rampant than racism.

I believe the WSP have a serious problem with racial ethnic profiling coupled with sexism and ageism. In other words, they seem to specifically target young males of all races and ethnicities with heavy bias towards young males of color. This bias further appears to be rampant at all levels of the criminal justice system with poor people of color suffering the injustice of our so-called "justice system" the most. Justice is not blind. It is bought and paid for.

6.4. Other Types of Discrimination or Singling-Out

The overall sense I have of WSP and other traffic policing is more one of fearing being stopped or ticketed unfairly/unjustly—especially city/county police i.e. attempting to meet a quota or raise revenue.

Why do law enforcement family members get "bears" for their rear windows and the "hall passes" that go with the decal?

Both my kids are new drivers. I have found that state patrols follow teens. This has happened while I am riding. My daughter had her permit and was stopped for 4 miles an hour under speed (50 mile an hr. area, 2 lane road). He did not ticket her but he was rude to both of us and scared the heck out of my daughter. It was unnecessary for him to do that.

Age discrimination.

There are rumors that state patrol has monthly quotas for its officers to fill in regard to how many tickets they have to issue. I hope that this issue will be brought more to the public's attention, whether it's true or not. I also feel concerned about WSP issuing tickets on the highway for speeding when people are driving 10 to 15 over speed limit (60) because this has actually become the norm, and when everyone is driving 75 mph

and WSP pulls over one car out of that group, it feels like discrimination and a little hypocritical when everyone even WSP are speeding. Legally speaking.

Invalid reason to pull me over. He was 2 cars in front, pulled off, then got behind me. Pulled me over to tell me I was tailgating.

Washington State University—I have been pulled over 3 times in the last year. I have been told in the past “I ran your plates already and you’re getting a ticket.” He treated me guilty as if I just robbed a bank. In the military community we feel we are being profiled and pulled over because we are in the military!!! Usually when they approach my car they start yelling at me right off the bat. They are mean period! City police, county agencies are #1 professional in their conduct, they are respectful to you as human being, and they value your opinion and weigh in what you say. I feel Highway Patrol men/women have anger management issues. For not knowing the person they can be polite! Rude, uncouth, ignorant and inconsiderate is how they come across even when I am trying to be nice they still come across that way. When they speak to you they are condescending in the way they speak to you. I will pay the bill whether I am innocent or guilty. I fear reprisal because I mitigate my tickets and they speak amongst themselves and I will always be targeted for that and for being woman. Women are pulled [over] 7 out of 10 times more than men. When I look over [to] see [if] it’s a woman, 80% [of the time] it is! When I’m pulled over I say nothing. They might go emotionally postal on you. It has happen too many times. I’m worried will they do something really mean and pull me out of my car and hurt me. They are so angry and aggressive. I feel they need anger management classes and interpersonal communication classes and team building classes to learn how to be professional on the job. Everybody works and has to deal with people. It’s how you conduct your self and treat people. Two of the times my husband was with me when I was pulled over. He will say “don’t look them in the eye because they think you’re challenging them so keep your eyes lowered.” I say it makes me look guilty and he says “or do you want hostile highway patrol men or women” and he’s right. I’m not sure if anything will change. I hope they will. They seem to enjoy making people squirm and take pleasure intimidating people. Basically they act like bullies and they know they can get away with it because they have been. One private citizen can not hold them accountable you need 3rd party agency to bring their actions into question. I worry about being this frank in my opinion and whether or not there will be consequences for being this outspoken. Sometimes someone needs to speak out because it is the right thing to do. It’s not always easy to speak up. I felt the survey was sent because there may be [a] problem wide spread and you’re trying to fix things to make them better. I only hope that’s [the] case. People just want dignity and respect. When you feel bullied, intimidated, and demoralized it’s hard to change the stereotype of how highway patrol men/women treat their fellow citizens. I would never think they are there to help me but to verbally abuse me. I am disappointed that it is happening. So if it’s happened to me how many times has it happened to others? Usually for every one person who speaks out I represent more. Have you heard that saying the way you treat people is how they will treat you back. I am scared of them and what they could do. It’s totally different with local police. They are polite, kind, considerate and respectful! It’s hard not to be nice back because they are always nice. I have had 7-8 encounters with police in the last year.

#1 they say “Hello! How are you today? What’s your name my name is such and such.” They talk to you like a friend or person. The police department has people from all ethnic backgrounds and is diverse. FBI they are pretty good and always professional and ask good questions. They were looking for somebody in question. Over the years the only highway patrol men/women I have seen are white. They have treated me differently because of my Hispanic background. I ask my other girlfriends who are white and they say they’re nice to them. Why are they nice to them and not me even though we all were pulled over for the same thing? The only reason I can think is I'm Hispanic and my husband is in the military. Military sticker is dead give away [and] it’s [a] *bulls eye* for some highway patrol men. I have friend who is [a] highway patrol-man and he has said it. So I think it’s [a] pretty common occurrence. I hope the climate at the Highway Patrol center will change. Use insight to make things better. To be objective and reevaluate what needs to change. Not to take criticism personally but how can we change to be better and raise [the] bar!

6.5. There is No Bias or Discrimination

I have high respect for the WSP. Of all law enforcement agencies they are the most professional and do not portray any bias or “attitude.” Keep up the good work thanks.

[Regarding Q31 asking whether WSP troopers engage in racial profiling when making traffic stops] No one has time to go out of their way singling out anyone.

I hear some police are in [the habit of] discriminat[ing] but I never believe that you get training for that.

[Regarding Question 31] It’s my perception state police don’t “profile” as much as local, or city police.

The law enforcement municipalities’ hands are tied by too many whiners. Everybody thinks if they get pulled over it’s because they’re Mexicans, or Blacks, or whatever.

I prefer dealing with state troopers rather than local police, who seem to be looking for an excuse to confront me. This may be because I am Hispanic.

Theme 7. Confusion about WSP Mission, Function, and/or Performance

My impression of WSP is that they are a state highway patrol, looking for speeders and sometimes abusers of highway/traffic laws. I am unaware that they play any other role outside of dealing w/traffic and traffic accidents. Question 22 confused me. What kind of service might WSP provide? On the whole I think they are a scary bunch and I try to avoid them, hence I pretty much drive inconspicuously and within the law or 5 mph [over the limit].

Section 3: Blank answers on the WSP efforts are because of my lack of knowledge about the WSP efforts. I'm sure there are efforts but I don't know how to judge whether or not it is adequate.

My feeling is that the WSP should be an entity for assistance, not menace. Your primary goals should be to help people in need, break downs, especially. Secondly targeting reckless drivers. Unfortunately, you are viewed as relentless antagonists, not as a boon, helpmate, a believer that most people can be trusted.

I do not think the general public is aware what the purpose of WSP really is—Especially when I hear they are on a drug investigation. I didn't know they did this function? Are they supposed to enforce/monitor highways and state vehicles laws only?

I am generally very interested and quite opinionated on social and current topics on many subjects. In this survey, however, I mostly had to take the middle road regarding the WSP, as I have absolutely no information on which to base an opinion! I hadn't even thought much about the WSP because I have never had contact with them, nor have I ever read or seen online, anything negative or controversial about it!

This makes me realize how little contact with or knowledge of WSP I have but I'm glad it is there.

Most of the questions were difficult to answer because of my limited knowledge of the overall WSP program. I have no basis for most of my answers—they're simply guesses or hopes!

I do not know how effective they are at enforcement actions against unsafe drivers (speeding aggressive, reckless, etc.) but I encounter drivers who are driving dangerously all the time and feel they are the greatest threat to me and my family on the roads of Washington State.

Need to know more about our WSP. They appear to be a great group of service enforcers.

Some questions are hard to answer because it is not known by the general public. How much emphasis or effort are put forth by the patrol, [for] example—Question 30 [regarding] WSP efforts.

Theme 8. Visibility of and Level of Service Provided by WSP

Highways (e.g. 203) are not patrolled. I drive it daily and have yet to see any state patrol on it. Exception: a Duvall resident state patrol going to work on his motorcycle. On freeways: good job. I see you and you take care of drivers not following the law (speeding, reckless...).

Law enforcement of all types (city, county, state, federal) needs to be increased—I have had no direct engagement with WSP.

On a whole I think our law enforcement officers are very good, drivers on the other hand are not. On the freeways everyday you see bonehead moves that are unnecessary and cause major accidents. I would like to see more law enforcement on the freeways. Also cell phone use has to stop, while driving. p.s. keep up the good work with the limited amount of WSP officers you have.

The state legislature needs to address the needs of the patrol, [e.g.,] manpower, [that] arise in order to place more troopers on our highways. I can drive I-5 from Tacoma area northward or southward and rarely see a patrol car. Yet people drive well over the speed limit, drive like maniacs and follow so closely you can't see below the hood of their car. It's no wonder there are so many accidents on I-5.

There are not enough state patrol troopers to control the amount of traffic we have now.

[Regarding Question 22 where respondent marked that they have contacted the WSP for service and were satisfied with the service received] No officer available to help me—we need more WSP on duty.

Drivers appear to take advantage of officer break times, should be staggered breaks so there is still patrolling. Need more unmarked patrol cars.

I believe that we need more WSP on the highways.

The WSP does a good job patrolling at times. I have noticed patrol cars more often lately—don't know if it's a change by the WSP or if I am just in the right place at right time to see them. I think they are improving their service, visibility, and the overall quality of work they do in the state.

WSP is much more visible and well funded than their Oregon equivalent, as a former Oregonian I noticed the difference immediately after driving across the state line. I think Washington drivers are safer and better protected than in nearby states, including Oregon, Idaho, and Montana. WSP does a great job!

Need more troopers for faster response time.

[Regarding Question 12 asking if there are enough troopers patrolling Washington interstates and state routes] They need more troopers.

I think that we in general need more professional persons in the law occupation. More money in taxes for law enforcement.

More city and county laws and more WSP on the streets.

I think we need more highway patrol officers on our highways, especially on routes 5, 405 and 90. There are too many reckless drivers who are not being given citations. If we had more patrolmen, we would have less accidents. Also, I think there should be two men per patrol car. We have too many felons on the loose and too many drug addicts on our roads for one man to safely (own personal safety) perform his work or job. Hire more men!!

While the officer was polite, the identity theft section seems to be understaffed. They were unable to assist me due to their backlog and my location.

Obviously we need a bigger budget for the WSP and many more officials.

Need more troopers.

More people, more problems, same resources, we compete for the same cup of water. If you can't control population numbers, you will never catch up. WSP is very professional, but you can't stop the growth of despair with[in] our values.

WSP is doing a great job. We need more of them.

In areas where there is not enough effort, it is generally because there are not enough troopers to cover as needed.

I wish we could afford to have more of a presence than we do.

Provide more resources to the aero-division (airplanes) for patrol, search and rescue, and supporting Homeland Security.

I would like to see more troopers hired so that their agency can cover more areas, or have better coverage.

I've had little contact with the WSP, but have a general impression that they do an excellent job and exhibit professional behavior. I believe the WSP could be more effective if they received more funding to employ more patrol officers. Their performance is greatly appreciated.

I would like to see more WSP on the highways. I think their presence is a great help in reducing aggressive driving.

Washington state patrol needs more troopers and a higher wage for them. When compared to the income of sports figures they are woefully underpaid.

There is a lot of violations of laws—high crime—we need more law enforcement officers!

**Theme 9. Officer Demeanor and Fairness of Treatment toward
Citizens during Stops or Assists**

9.1. Positive Experiences

[Regarding Question 15 asking about overall impressions of respondent's most recent contact with a trooper] Kind young man stayed with me until tow truck arrived.

Husband stopped [and] given warning. Good experience.

I live on San Juan Island and don't go to the mainland very often. I always like to see the patrol car when I am traveling on the mainland. I was disabled early this year with a generator problem. A patrol officer assisted me to get a wrecker to tow me to a garage. He was very courteous and helpful at all times.

WSP excellent and professional in my experience. Admire all law enforcement people.

Six years ago I had an accident on I-5 near Northgate. The trooper investigating the three cars involved was most courteous and understanding and helpful in getting the tow cars.

The one encounter I had with the state patrol was an act of kindness on the [part of a] Trooper. I had a flat tire entering the freeway. I had called a neighbor and was patiently waiting when a trooper came by. Seeing this elderly lady in distress, he changed it himself. I remember saying to him, "you're going to get your uniform dirty" but he just smiled and was there when my neighbor came and finished the job. I thought that was above and beyond and am ever so grateful.

I've always had the utmost respect for these men and women's courage, kindness, and compassion for the people of this state.

It was difficult to do this because I have had no contact with the WSP. Many years ago I locked my car keys in the car and the WSP was very helpful in getting them out. I would not hesitate to ask the WSP for help if I need it.

Ran out of gas on the freeway trooper stopped to help—in the rain, was courteous, helpful and kind.

I was run off the road by a semi and I called in to give the license number. Everyone was helpful but I would have liked some kind of follow up.

I asked for records regarding an accident I was involved in and received all information very promptly. I believe troopers have a much better image and higher degree of professionalism/trustworthiness than average city police. I have only had positive experiences with troopers (even when it was receiving a ticket from one).

I believe the WSP is an honorable and highly respected group of good, well-trained people. The one time I was stopped was for a problem with my license plates sticker, the patrolman was very courteous and helpful.

The officer stopped me to let me know my tail lights were not working. He followed me to a place where I could get assistance.

All WSP officers we have observed are polite, considerate, patient, neat, clean and represent their calling well. It would be great if all law enforcement agencies trained as well as the WSP.

My interaction with the WSP has mostly been on the receiving end of a ticket. I can honestly say that they are always nice. I can also say that on some occasions a warning was in order.

A few years ago, I was stopped by a young officer, who informed me I was driving a few miles over the limits. He informed me of the danger of speeding. After doing this he told me "you can go now pops, and take it easy." This young man made more good will for the state patrol.

I believe that state patrol does a great job/service especially with the resources they have available. In today's society it takes real courage when car is stopped. The patrolman has no idea what will happen or [what he or she will] find. I have been ticketed in the past and received warnings with respect and professionalism.

I have always thought the WSP were very professional and seriously interested in the safety of the public. Real first class staff. 1950s-1960s: Excellent. 1990-2007: Excellent. They stand the test of time in my judgment.

In the past years, I have only had one personal contact with W.S.P. On I-5 I pulled over with a flat tire and within 1/2 hour, I was contacted by WSP and was helped to get aid. This was in 2006.

I am foreman of [an] orchard and one guy took a woman's car [without] permission and I called WSP. They [helped] us. Good job.

Someone hit my car on I-5 and they were very helpful and kind.

I had a trooper stop and assist me while changing a flat. I was a young man at the time and certainly did not need help. A very positive experience. On a Thanksgiving morning I stopped to help a trooper change his flat. He did not let me in case I hurt myself, but he expressed his gratitude.

9.2. Negative Experiences

On [date, year], my son and I were returning from church. He was in full uniform (coast guard) and was driving for me due to lower back pain. [Son's name] was passing a truck that was spraying us with water and we couldn't see (I-5 going south). Yes, [son] was going a bit over the speed limit to get around the truck, but when the officer pulled us over, he gave [son] kind of a dirty look. He never asked why [son] was speeding. He didn't even greet us. He just asked for [son's] license. I wanted to say something about the reason for getting around the truck, but this officer looked like he would bite my head off if I said anything. This was so unlike any WSP officer I have ever had contact with. I'm glad this isn't the norm.

Sirs: thank you for this opportunity, however I'm not a big fan of govt. The last time I was stopped was 5 maybe 6 years ago by a female enforcer. She had enough artillery strapped to her waist to start WW3...and imposing too. I was cited for not wearing a seatbelt. She was nasty and treated me like I was Osama bin Laden. I only wish that our boys and girls in blue would explain to their victims what the infraction is in a civilized manner instead of using intimidation where it is unnecessary. This only makes one despise law and order that much more. But in fairness let me say that intimidation by this govt is used from the top on down. And furthermore your new recruits start at over \$61,000 a year which is rather ridiculous in my opinion. And those fringe benefits are such that the average worker can only dream about. But the problem goes much deeper than that. If our cushy politicians would only attempt to solve issues instead of just throwing money at these various agencies (my money) perhaps solutions could be found. God!!! How I pay taxes! This year more than 28% of the preceding year just to live in my modest home in [city]. It is rip off. Our politicians are turning this state into a fascist and socialist oligarchy without any of the benefits except for those in the govt. payroll and with no accountability. You wanted my opinion and there it is. I just happen to think that govt is there to improve our life... not make it more difficult.

[The trooper] had my daughter's case confused with someone else—she bumped a car at a light—he told her she caused a fatality.

In 25 yrs of driving in Washington I've only come in contact w/the state patrol 3 times, and not at all in the last 15 yrs. I was cited for speeding in a rural area near dawn on dry road doing 68 in a 55. It was a brand new car and I was breaking in the engine [by] speeding up/slowing down as the manual states. I explained this to the trooper. Given I had no points on my license and the conditions, I think I should have been issued a warning.

The last time we were stopped, [the] trooper was quite aggressive. He let us go without a ticket, but he didn't explain himself so we were confused.

They think they are God.

I have little knowledge of or contact with the police. My only contact (only ticket since beginning driving in 1957) was unpleasant, unwarranted. I believe overzealousness is [a problem with] inexperienced officers. My view was shared by the chief of police and the judge when I appealed. Perhaps the young man learned from this experience and is better able to serve the public.

20 years ago while running on the land side of the I-5 fence near [city name], I was stopped by two cycle patrol [officers]. I asked: "What diverted you from your patrol to come after me?" No answer. With no wallet I gave them my information which the patrolman dutifully entered onto the ticket. He gave me a copy. I said: "Well you got it just like I told you, but where's the violation code entry?" He said: "I'll fill that in back at the office." Me: "How many nights in the library is that going to take?" Him: "Now get outta here." ME: "Where do I go?" HIM: "Just continue on down to the exit." ME: "You mean you are instructing me to do exactly what you just arrested me for?" HE came over and bumped me with his chest saying: "I don't like you." ME: "Your partner (Who was laughing hard) may arrest you for 3rd degree aiding and abetting." This guy a fat, dumb bully. I hope those characters are gone.

Dear sir: I know that this report doesn't look like I have a lot of respect for the WSP. The only barometer I have to go by is the two troopers that stopped me a couple of years on the phoniest charge I have ever witnessed in my life. Those two lying thieving bastards, ([trooper name] and [trooper name]) from the [city name] Dept of the WSP. I was stopped for absolutely no reason, and I have never heard that many lies told in that short amount of time. They couldn't get the time of the stop right, couldn't get the place of the stop right, nor could they get the type of vehicle I was driving right. Because of those two lying, thieving sons-of-bitches, I have no respect for the WSP.

Reported incident when stopped by WSP how officer was rude and disrespectful to me. Knew we had a ticket coming but when he found out husband [had in the recent past] been airlifted [for a medical emergency], he prolonged keeping us... I believe there needs to be a class on how to respect people during a crisis time. The WSP [trooper] that stopped me showed no concern when I tried to tell him of my husband's emergency and how I was trying to get to hospital before my husband passed away. I was lucky because he got better.

I feel that most WSP treat people OK but I did get stopped by a woman patrolmen that was not very respectful to my passengers and myself.

Same state patrolman stopped me twice in 1 month. He had a bad attitude but I don't think they all do.

I believe our troopers are doing an excellent job taking care of its community. I cannot say the same for my local police department. I do have to say that experiences that my coworkers/peers/other officers have had with female WSP has been less than great experiences. Women with most WSP/local offices tend to be on power trips, especially

towards other women, where men seem to be fair in any circumstance. I have only had one run-in with traffic violations and it was a valid infraction. Our troopers are the best.

I have been stopped twice in ten years. Once the highway patrol in Seattle was very rude and unprofessional and other was pleasant. So depends on the individual.

[Regarding Question 15 asking about respondent's overall impression of most recent contact with a trooper] WSP officer who stopped me was rude, impatient and wouldn't answer my question regarding the offense. However, this has been the only unfavorable experience I have had with the WSP.

In the 40+ years I have lived in WA state, I had too personal experience with the W.S.P—both were shockingly negative. incident #1—approximately 22 years ago on the return from [visiting] my aged mother who lives in Montana, I and [my] family passed through the town of [town name] at around 3am or so. There was a fog condition and I was driving slow (approx 35 mph) since traffic was practically nonexistent. I quickly became aware of a vehicle behind us. This vehicle followed us to [city]—some 30 miles. Upon entering [city] where we lived, a W.S.P car came off a one-way street (the wrong way) and stopped us. The vehicle that had been following us was a local [city] cop who was now some 30 miles out of his jurisdiction. I had been stopped because in the opinion of the [city] cop I was driving too slow and thus he assumed I must be drunk. After talking to me the W.S.P stated it was obvious that I had not been drinking thereupon the W.S.P and the [city] cop held a conference that lasted approx 30-35 min. The W.S.P [trooper] was going to issue me a ticket for driving over the fog line. It was quite clear that this absurdity (and definite injustice to me) was performed to cover the ass of the [city] cop who had taken the time to follow us 30 miles. Incident #2—this episode which occurred on [date] came very close to killing my wife and myself or seriously injuring us. The affair is fully explained in the attached material. see attached material. In conclusion I would ask those who may examine this material if you and your loved ones had been the victims in these two incidents, what would be your opinion of the W.S.P huh.

I had my seat belt on, but I was stopped and ticketed for not having one on by WSP. 2 glasses of wine and pizza, the WSP threw me on the hood of the car and handcuffed me, took me down town, and I blew a 00.6 [.06?], and received a DWI. Overzealous officer. I have never been treated so unprofessionally by any WSP, or by any one in my life. This cop was bent on pulling me up, and getting his DWI. Overzealous, unprofessional, strong arm Gestapo treatment.

Both my kids are new drivers. I have found that state patrols follow teens. This has happened while I am riding. My daughter had her permit and was stopped for 4 miles an hour under speed (50 mile an hr. area, 2 lane road). He did not ticket her but he was rude to both of us and scared the heck out of my daughter. It was unnecessary of him to do that.

Asked around about others experience with WSP—mine was great until recently—they no longer are regarded as helpers of citizens, but now as “you have to be an ___hole just

to get on with the WSP.” Not like this in other states. My last ticket, he got right on my bumper and when I sped up to get away from him (he was unmarked) he cited me for speeding! Then told my coworkers about it who told all my other coworkers!

If stopped for DUI, WSP needs to properly explain circumstances for breath test refusal. Test was taken in the field but refused at police station. Officer did not explain that the field test does not count, therefore license was automatically revoked for one year. Most people also lose jobs because of this. This is not fair.

In regards to answering Question #16—I found it somewhat difficult to respond because although I answered “yes” to [the question of having been] treated fairly, I have experienced some troopers with a curt and haughty attitude. In my experience (less than 10 stops during my lifetime) most troopers, 2/3, have been pleasant and friendly but the other 1/3 have been as described above.

[Regarding Question 20, where respondent marked “no,” the trooper did not have a legitimate reason to search the vehicle] I believe the WSP would like to make this standard protocol. I have had one experience in which I was stopped for driving someone else’s vehicle, and it was searched without permission or being asked.

Disappointments: Manners: Department did not return a call after a requested drive by and left us wondering is all was well or not. Manners: Assuming because we have a large family and they wiggle a lot that they didn’t have seat belts on (Not a good impression on obedient children.)

State patrol are rude when the[y] pull you over for speeding. Very defensive, rather than paying some respect. Respect given, will be returned.

Recently stopped for speeding on [mountain pass] [doing] 67 mph in a 55 mph zone. East of Summit limit is 60 mph. Explained to officer I was not aware of speed limit change. I also noted I had not received a citation in over 25 years. I was traveling with my wife and mother-in-law. The officer said only “I’ll be right back,” and returned with a ticket. Officer should be given and use discretion in citing drivers in this situation instead of meeting quotas.

Regular WSP troopers are very professional, courteous and respectful. However every commercial officer I have ever met or dealt with in WA are supreme jerks, rude, disrespectful and full of themselves and of no help whatsoever. Very arrogant and totally disrespectful. There should be a bounty on them. Rest assured that I am an average citizen, not a truck or commercial vehicle driver.

I called to complain on the [WSP’s] treatment of both of my children. The older daughter said he was very rude to her as well I can hardly teach my kids to respect the law when our own officers are so disrespectful... We had a very bad experience with a state trooper. He was hiding on a side road and whipped out of “no where” (according to both of my girls) pulled them over for the same reason within one week’s time/ 2 different

times/ 2 different girls—same cop—same place—same reason. For crossing over center lane. Hmmm. He made one of my daughters cry. He screamed at her through her window.

I called 911 because I found someone who committed suicide. The troopers lacked compassion, and were not concerned with my wellbeing, having experienced such a shocking thing.

[Regarding Questions 20 and 21, where respondent marked “no,” the trooper did not have a legitimate reason to search her or the vehicle] So unfair he made me feel dirty because I was a single mom and I was worthless and asked if I worked and etc. He can't judge me... [Regarding the search of her person] Same as above same day in front of my girls. They were mad, my daughters were saying he has no reason to touch you.

My husband was stopped by Trooper [name] for speeding. My husband was unable to communicate with the trooper [due to a language barrier] and tried to call me and was ordered to not use the phone. When the trooper asked for my husband's license, my husband produced a copy that the trooper refused to look at. The copy was found by the judge to be valid. I filed a complaint against Trooper [name] as he refused to let my husband call me nor did he offer to contact an interpreter which his supervisor informed me was an option. I did see an article in the paper where Trooper [name] received a commendation. I think this is wrong. He preys on Hispanics that can't communicate and doesn't afford them an interpreter or allow an explanation and even when documents are produced, he wrongfully issues citations knowing that the chances a Hispanic will fight the ticket are slim thereby increasing the number of citations that are successfully prosecuted.

To whom it may concern: I just want to point out a couple of incidents I've experienced over the years involving police officers, one being a state patrol officer, the other a Seattle officer. I think I was harassed unfairly by this SPD office back in '88 and I regret to this day not having filed a complaint right away because I believe this practice should stop. I gave this officer no reason to treat me the way he did. What I did was what he claimed: [I] was running a red light and he had a good point. I couldn't stop [my] big commercial truck in the middle of an intersection, but the problem was the harassment that followed [the trooper stopping me]. The guy makes me wait for one entire hour, [and] writes me for 2 other violations that weren't true. I mean this guy was on a power trip—he was a rookie. But I was fortunate enough that when I went to court, the judge dismissed them.

I was in a car accident. The trooper was dismissive and drove away before talking to the tow truck driver. I felt I was inconveniencing him.

Once I was stopped by an official and immediately he accused me of drinking and that my lights were off and those two things were untrue and gave me a ticket of \$101.00 because I didn't have the front plate and that was his excuse. As a citizen of Washington, I need to be respected.

CV report of speed/lane travel. Nothing happened even though assured it would be. 60 miles later still nothing done. I followed the truck the whole time.

[Regarding Question 15, where respondent wrote that the most recent contact with a trooper was very unfavorable] [The trooper had a] very arrogant, disrespectful manner. I am still traumatized the way the officer acted.

I called for assistance and I ended up with a citation. Next time (hopefully there won't be one) I won't call for assistance.

Responses from survey Question 30xiv: 25 respondents identified officer conduct and practices as a problem that the WSP should pay attention to.

Theme 10. Citizen Perceptions of the Professionalism and Effectiveness of the WSP

10.1. Positive Perceptions: The WSP responds Effectively and Professionally

I was formerly a firefighter along the Hwy 18 corridor and I was always impressed with the response time and work that the troopers performed.

Overall, I respect the highway patrol for their judgment and treatment of citizens in a professional manner. Best law enforcement people I know.

(Excluding speeding motorists). Most of my “exposure” to WSP troopers has been seeing troopers along side of state highways. Assisting at accident scenes. In this manner, I feel WSP’s mission of “providing public safety and security” is at its greatest.

Through my years of being stopped for speeding the city police of Yakima were very “snotty” and had a “macho” attitude. The sheriffs were a bit more respectful. When I have been stopped by the state patrol years ago the trooper treated me very professionally. Recently, my daughter was stopped around [city] or between [city] and [city] and the officer talked with our grandson and gave our daughter a warning. Being very professional to our daughter and kind to our grandson who is six. What a wonderful impression that officer was able to make on our grandson. Thank you. For years I have wanted to thank the state patrol for being professional. Why isn't the job taken on by city and sheriff in such a manner? Would those men like it if I treated their girlfriends or wives with a disrespectful attitude when they come into our office for their annuals or OB care? No! Nor do I want to.

10.2. Negative Perceptions: The WSP causes Traffic Problems and Danger

At an accident scene, if more than 1 officer is present it would be great help if they would direct traffic past the area. I have seen times when more than one officer was present, the traffic was a mess and the officers just stood and watched. How come?

The state patrol has always stood out to me as a special police agency better than Seattle's P.D. I'm against highway high speed chases that gets kids killed while trying to avoid a speeding ticket from a trooper. Is there a camera that can get their license and used later? There's a lot of innocent or misdemeanor people killed in these chases.

My biggest concern is the state patrol's endangerment of other drivers when attempting to stop someone for speeding. I have had to slam on the brakes 3 times when a state patrol vehicle has pulled a quick U-turn to chase down a speeding vehicle.

An accident blocked I-5 N in [city]. In the particular situation in which I was ticketed I would have appreciated it if the officer had gotten out of his unmarked car and directed traffic on the off ramps and had people use the shoulder as I was trying because there were two lanes and the shoulder on the interstate and 3 lanes at the side street ahead, traffic was at a standstill but [the trooper] could have facilitated [traffic flow] with use of shoulder. These cars were blocking ramp, my ticket was for driving on shoulder.

I do not really have any firsthand knowledge in dealing with the WSP. As I have aged, I have mellowed in my driving as well. So have not been ticketed by WSP in several years. Although I do see them on the I-5 Corridor and know that they are keeping our freeways safe from vehicles that think the road is there just for them. I am bothered mostly by 1- Drunk Drivers not being more strictly reprimanded and 2- High speed chases. They are in a dangerous career and I applaud the courage it takes in them dealing with some of the characters that they must deal with.

10.3. Negative Perceptions: WSP Officers drive Recklessly

I find it unfair that officers who cause traffic accidents (under normal driving conditions) are not ticketed, and do not lose their license after causing repeated traffic mishaps.

Someone needs to police the police. Pulling someone over for speeding and then speeding yourself is hypocritical. Also using their lights and sirens because they don't want to wait at a red light, and then turning them off after they're through is reckless and dangerous.

I did not respond to your first two requests because in the rural community we live in we have one state patrol assigned [and of] the last two assigned to this district, one was put on administrative leave and resigned because of misconduct. The current one is arrogant [and] his driving record is as bad as the people he tickets. He totaled a patrol car by rear

ending a vehicle making a left turn with its direction blinkers on. Local law enforcement has very little good to say about him.

10.4. Negative Perceptions: Unfair or Negligent Practices

There are areas in every county where highway speed limits change between cities. These are definite speed trap areas where there are always cars stopped by WSP. I'm sure a majority of the folks stopped are not aware of the speed limit changes. Does WSP have quotas to meet and is that why they concentrate on these areas? Of course I have no way of knowing whether these folks are being ticketed or warned. I hope they're being warned! Unless they're repeat violators.

I don't believe that it is necessary to ask to search a vehicle because it was pulled over. If you don't consent they think you are hiding something.

I was arrested for DWI with an .02 blood alcohol level. My car was impounded, and that cost me over \$1000, and the case was dismissed. The WSP officer was wrong, but there was no recompense to me for this error.

I believe the WSP would like to make this standard protocol. I have had one experience in which I was stopped for driving someone else's vehicle, and it was searched without permission or being asked.

I have a twin brother and I continuously had been arrested for him. More or like hassled until they sorted out the situation—meanwhile I was searched [as I] lay at gunpoint on I-205 my car was searched before I was given an opportunity to prove who I was. Simply by a few tattoos, scar on county booking sheets. This happened numerous times in the past.

WSP I believe give out the most citations. WSP are also well educated. I also believe it's a bunch of bullshit to get a citation for not wearing a seatbelt, oh, WSP will write you up. I think they got better stuff to do with our tax money. I also believe WSP harass drunk drivers. WSP will pull you over whether you're drunk or not and try to nail you for drunk driving.

This year my fiancé has had a citation sent to our home, [because] his brother used his name fraudulently. The 1st time WSP stopped him on I-5 in [city] on DUI, reckless driving and speeding; if the arresting officer had fingerprinted him they would have found 2 outstanding warrants. They did not print him. They released him to his wife and we had to deal with the aftermath. This was extremely poor service on WSP's part.

When contacted to do traffic control at an uncontrolled intersection where many accidents occurred, they basically sat in their car and ignored the traffic control.

Although I feel that driving while impaired is a problem, I feel that the WSP has become too aggressive in the smaller communities. Such as sitting outside the taverns then pulling drivers over because of a burned out license plate light. I feel like [at] this point they are looking for trouble.

I deal with troopers in 2 fields through the fire service and as a professional driver. As a firefighter it seems more often than not we are waiting for troopers at accidents for more than 30 min for a response and then tow is dispatched after that. [It] keeps us on the scene entirely too long at times. My other gripe is that it seems commercial enforcement officers seem to tie up my truck when big projects start. [During the] last one we were watched by state and county, weighed periodically and [had] full truck inspection of all the dump trucks. That is fine but it costs the truck a significant amount of time when we get paid by the ton thus preventing me from getting 1 more load at times. Also I've been given instructions on equipment repair that was wrong and written up for it.

Although I've only had a few dealings with a WSP trooper, it only took one bad experience to make all of the negative TV and movie stereotypes of law enforcement seem possible. I've always been taught that those who hold positions of authority must take the higher ground and set the example for others, even when they are having a bad day or under a lot of pressure. The best way to get respect is to give respect.

I have had 2 encounters with state troopers in my life. 1) was 7 years ago when I was hit by a trooper in pursuit of a car that over shot a yellow light. He endangered everyone on the road for a simple offensive. I fixed my car at my own expense so as not to be a police target. 2) I was in a drive thru restaurant line when a person walked up and smashed my window. I called 911 and was put on hold. I hang up as the offender left and then I got a call back and was told it was against the law to hang up on a 911 call and told to wait for an officer. Over an hour later I was asked for ID and treated very rudely while nothing was asked as to why I called.

Theme 11: Other Citizen Miscellaneous Concerns

STOP with the negative signs! "Click it or Ticket", "Litter and it will hurt" "Slow down or pay up." I have traveled to a lot of states and I can't think of one that is more oppressive, this somewhat reminds me of a police state. Try signs like "Buckle because we care", "Slow down life's too short to speed it away", "Please don't litter, we are trying to keep Washington beautiful." I feel the message you are sending is WE WANT YOUR MONEY!

In general, WSP is providing an adequate service in a needy environment. Your patrol men and/or leaders need to be more involved w/community (service clubs, engagements, etc.) for PR reasons if nothing else. My biggest disappointment w/WSP has been the disinterested and cavalier responses I have had from dispatch personnel when I have made calls regarding reckless driving, road rage, etc. You need road signs ENCOURAGING every driver to make the highway environment safe by reporting

obvious violators. Nobody loves a habitual “rat” but there are those of us who feel a certain responsibility when we report (only occasionally!!) a violator.

I was working on a patient that had been in a motorcycle accident and the trooper had no EMS training. He impeded me while trying to care for my patient. The patient did not receive good care because of the trooper... I would just like it when a state patrol officer pulls up onto an accident scene that they know what to do for the injured. I have seen seven different accidents where the troopers have mistreated and mismanaged the scene. The troopers have pulled people with broken necks out of the cars, told people they are just confused when they have a head injury, and said patients do not need an ambulance when they are hurt. Our troopers need more EMS training. They need to worry less about speeding tickets and more about how to help people better.

Responses from survey Question 30xiv: 21 respondents identified littering and hazardous road conditions as problems that the WSP should pay attention to.

APPENDIX C

Content Analysis Methodology

It is important to be clear about the strategy used in the qualitative section of the report because qualitative analyses are always open to a measure of interpretation and personal judgment on the part of the person(s) conducting the analysis. Here, one research assistant did the original content analysis and compiled a preliminary report. A second research assistant, operating independently, then read the preliminary report and the original survey comments to determine if the identified themes made sense and were compiled in the most logical manner they could be (e.g., that comments within each theme were appropriate to the topic, that no relevant comments had been left out, etc.). This second read of the report by a research assistant who was not involved in the initial compilation bolsters confidence that the content analysis has captured all major themes and all comments that pertain to those themes.

The content analysis was performed as follows. The survey comments were entered into an Excel file for analysis. The primary tool used for identifying common themes was a word search, which allowed researchers to scan the comments for key words and phrases. The comment file was first read through in its entirety to get an initial idea about the themes present within it. Key words were then chosen based on this initial reading, and on the WSP's stated principal research goals for the 2007 survey (racial profiling, road rage, and aggressive driving). All comments that contained a reference to a particular key word and were written such that the respondent's point was clear were included in the content analysis report. Comments that were unclear were excluded. Some respondents' comments had to be excluded because many of the words

in them were illegible and/or the phrasing was confusing to the extent where the respondents' point was not easily discernable. To avoid the dangers in guesswork or speculation, these comments were omitted from the report.²¹ Comments referencing two or more key words or ideas were included in all relevant sections of the report.

A theme was identified when it became apparent, based on the key word searches, that numerous respondents had written about a particular issue. Issues that only a few respondents commented on and that did not fit into a larger, overarching theme were either not included in the report or—if the comments were well-written and the issue was particularly relevant—were entered into a “miscellaneous” category at the end of the report. Themes were searched for and tested until it was apparent that there were no more themes in the comments; that is, that the themes that had been identified encompassed all themes present in the data.

²¹ Few comments were indecipherable to the point of exclusion. The vast majority of comments in all theme categories were included.

APPENDIX D

Frequencies on all Survey Items: Statewide Random Sample

Frequency Tables

Section 1: General Impressions of the Washington State Patrol

Overall, the Washington State Patrol (WSP) does a good job of performing its mission.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	11	.9	1.0	1.0
	Disagree	20	1.7	1.8	2.8
	Undecided	134	11.5	12.1	14.9
	Agree	715	61.2	64.7	79.6
	Strongly Agree	225	19.3	20.4	100.0
	Total	1105	94.6	100.0	
Missing	999	63	5.4		
Total		1168	100.0		

In general, WSP troopers are attentive to the questions and concerns of citizens.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	10	.9	.9	.9
	Disagree	22	1.9	2.0	3.0
	Undecided	236	20.2	21.8	24.8
	Agree	649	55.6	60.0	84.8
	Strongly Agree	165	14.1	15.2	100.0
	Total	1082	92.6	100.0	
Missing	999	86	7.4		
Total		1168	100.0		

In general, WSP troopers treat citizens with respect.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	6	.5	.5	.5
	Disagree	33	2.8	3.0	3.6
	Undecided	150	12.8	13.7	17.2
	Agree	690	59.1	63.0	80.2
	Strongly Agree	217	18.6	19.8	100.0
	Total	1096	93.8	100.0	
Missing	999	72	6.2		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

The WSP typically treats citizens the same regardless of their ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	8	.7	.8	.8
	Disagree	34	2.9	3.3	4.1
	Undecided	340	29.1	33.2	37.3
	Agree	512	43.8	50.0	87.2
	Strongly Agree	131	11.2	12.8	100.0
	Total	1025	87.8	100.0	
Missing	999	143	12.2		
Total		1168	100.0		

In general, WSP troopers are reliable.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	4	.3	.4	.4
	Disagree	13	1.1	1.2	1.6
	Undecided	123	10.5	11.4	13.0
	Agree	723	61.9	66.9	79.8
	Strongly Agree	218	18.7	20.2	100.0
	Total	1081	92.6	100.0	
Missing	999	87	7.4		
Total		1168	100.0		

In general, WSP responsive to local issues.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	.4	.5	.5
	Disagree	32	2.7	3.1	3.6
	Undecided	312	26.7	30.2	33.8
	Agree	558	47.8	54.1	87.9
	Strongly Agree	125	10.7	12.1	100.0
	Total	1032	88.4	100.0	
Missing	999	136	11.6		
Total		1168	100.0		

In general, WSP troopers are competent.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	.6	.6	.6
	Disagree	8	.7	.7	1.4
	Undecided	128	11.0	11.9	13.3
	Agree	716	61.3	66.4	79.7
	Strongly Agree	219	18.8	20.3	100.0
	Total	1078	92.3	100.0	
Missing	999	90	7.7		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

Generally, WSP troopers are polite and use appropriate manners in their contacts with citizens.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	9	.8	.8	.8
	Disagree	25	2.1	2.3	3.1
	Undecided	131	11.2	12.1	15.3
	Agree	685	58.6	63.4	78.6
	Strongly Agree	231	19.8	21.4	100.0
	Total	1081	92.6	100.0	
Missing	999	87	7.4		
Total		1168	100.0		

I am quite satisfied with those services provided by the WSP with which I am familiar.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	11	.9	1.0	1.0
	Disagree	27	2.3	2.5	3.5
	Undecided	125	10.7	11.6	15.1
	Agree	688	58.9	63.9	79.1
	Strongly Agree	225	19.3	20.9	100.0
	Total	1076	92.1	100.0	
Missing	999	92	7.9		
Total		1168	100.0		

With regard the enforcement of drinking and driving laws, the WSP is doing a good job of removing drunk drivers from state highways.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	13	1.1	1.2	1.2
	Disagree	81	6.9	7.6	8.8
	Undecided	212	18.2	19.9	28.7
	Agree	605	51.8	56.6	85.3
	Strongly Agree	157	13.4	14.7	100.0
	Total	1068	91.4	100.0	
Missing	999	100	8.6		
Total		1168	100.0		

The WSP does a good job of detecting commercial motor vehicles that are in violation of speeding, following too closely, or making illegal lane changes.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	33	2.8	3.1	3.1
	Disagree	197	16.9	18.6	21.8
	Undecided	322	27.6	30.5	52.2
	Agree	432	37.0	40.9	93.1
	Strongly Agree	73	6.3	6.9	100.0
	Total	1057	90.5	100.0	
Missing	999	111	9.5		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

In general, there are enough WSP troopers patrolling the interstates and state routes in Washington.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	83	7.1	7.7	7.7
	Disagree	323	27.7	29.9	37.6
	Undecided	295	25.3	27.3	64.8
	Agree	326	27.9	30.2	95.0
	Strongly Agree	54	4.6	5.0	100.0
	Total	1081	92.6	100.0	
Missing	999	87	7.4		
Total		1168	100.0		

Section 2: Personal Experiences with the Washington State Patrol

Have you been stopped or assisted by a WSP trooper in past two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	231	19.8	21.1	21.1
	No	862	73.8	78.9	100.0
	Total	1093	93.6	100.0	
Missing	999	75	6.4		
Total		1168	100.0		

If yes, were you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Stopped	173	14.8	74.9	74.9
	Assisted	49	4.2	21.2	96.1
	Both	9	.8	3.9	100.0
	Total	231	19.8	100.0	
Missing	999	937	80.2		
Total		1168	100.0		

IF YOU WERE STOPPED, Would you say the WSU trooper had a legitimate reason for stopping you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	203	17.4	81.5	81.5
	No	46	3.9	18.5	100.0
	Total	249	21.3	100.0	
Missing	999	919	78.7		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

What is your overall impression of the most recent contact you have had with a WSP trooper?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Favorable	196	16.8	20.7	20.7
	Favorable	393	33.6	41.6	62.3
	Neutral	261	22.3	27.6	89.9
	Unfavorable	55	4.7	5.8	95.8
	Very Unfavorable	40	3.4	4.2	100.0
	Total	945	80.9	100.0	
Missing	999	223	19.1		
Total		1168	100.0		

Receiving a traffic citation (ticket) is never a pleasant experience. If you have ever received a traffic ticket from a WSP trooper, did you feel you were treated fairly?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, treated fairly	436	37.3	41.6	41.6
	No, not treated fairly	94	8.0	9.0	50.5
	Never received a ticket from WSP	519	44.4	49.5	100.0
	Total	1049	89.8	100.0	
Missing	999	119	10.2		
Total		1168	100.0		

How many traffic citations have you received from the WSP in the past two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	994	85.1	88.4	88.4
	One	122	10.4	10.9	99.3
	Two	6	.5	.5	99.8
	More than two	2	.2	.2	100.0
	Total	1124	96.2	100.0	
Missing	999	44	3.8		
Total		1168	100.0		

Have you ever been stopped by a WSP trooper and received a warning (verbal/written) instead of a traffic citation (ticket)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	492	42.1	44.0	44.0
	No	328	28.1	29.3	73.3
	Never been stopped	298	25.5	26.7	100.0
	Total	1118	95.7	100.0	
Missing	999	50	4.3		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

If you ever received either a ticket or a warning, did the WSP trooper explain to you clearly why you were being cited (given a ticket or warning)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	649	55.6	59.8	59.8
	No	42	3.6	3.9	63.6
	Never been stopped	395	33.8	36.4	100.0
	Total	1086	93.0	100.0	
Missing	999	82	7.0		
Total		1168	100.0		

At any time in the past when you have had direct contact with the WSP, did the trooper ask permission to search your vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	1.3	1.6	1.6
	No	937	80.2	98.4	100.0
	Total	952	81.5	100.0	
Missing	999	216	18.5		
Total		1168	100.0		

If YES, Do you think the trooper had a legitimate reason to search the vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	.8	60.0	60.0
	No	6	.5	40.0	100.0
	Total	15	1.3	100.0	
Missing	999	1153	98.7		
Total		1168	100.0		

Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	52	4.5	5.3	5.3
	No	920	78.8	94.7	100.0
	Total	972	83.2	100.0	
Missing	999	196	16.8		
Total		1168	100.0		

At any time in the past when you have had direct contact with the WSP, did you give the trooper permission to search you, frisk you, or pat you down?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	1.3	1.8	1.8
	No	834	71.4	98.2	100.0
	Total	849	72.7	100.0	
Missing	999	319	27.3		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

If YES, Do you think the trooper had a legitimate reason to search you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	1.1	76.5	76.5
	No	4	.3	23.5	100.0
	Total	17	1.5	100.0	
Missing	999	1151	98.5		
Total		1168	100.0		

Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	44	3.8	5.0	5.0
	No	832	71.2	95.0	100.0
	Total	876	75.0	100.0	
Missing	999	292	25.0		
Total		1168	100.0		

Have you contacted the WSP for service of any type during the past two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	109	9.3	9.6	9.6
	No	1024	87.7	90.4	100.0
	Total	1133	97.0	100.0	
Missing	999	35	3.0		
Total		1168	100.0		

If YES, how satisfied were you with the service you received?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	61	5.2	56.5	56.5
	Satisfied	27	2.3	25.0	81.5
	Somewhat dissatisfied	11	.9	10.2	91.7
	Very dissatisfied	9	.8	8.3	100.0
	Total	108	9.2	100.0	
Missing	999	1060	90.8		
Total		1168	100.0		

Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	57	4.9	5.0	5.0
	No	1080	92.5	95.0	100.0
	Total	1137	97.3	100.0	
Missing	999	31	2.7		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

How would you describe the amount of visibility/coverage the WSP generally maintains on state highways and freeways?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too little	426	36.5	38.2	38.2
	About the right amount	656	56.2	58.8	97.0
	Too much	33	2.8	3.0	100.0
	Total	1115	95.5	100.0	
Missing	999	53	4.5		
Total		1168	100.0		

What would you consider to be an adequate response time if you were on a state highway in the countryside and had car trouble and needed assistance?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15 minutes	220	18.8	19.8	19.8
	30 minutes	635	54.4	57.2	77.0
	45 minutes	151	12.9	13.6	90.6
	1 hour	104	8.9	9.4	100.0
	Total	1110	95.0	100.0	
Missing	999	58	5.0		
Total		1168	100.0		

What would you consider to be an adequate response time if you were on a state highway in the countryside and were involved in a collision or other emergency?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15 minutes	750	64.2	67.0	67.0
	30 minutes	321	27.5	28.7	95.7
	45 minutes	33	2.8	2.9	98.7
	1 hour	15	1.3	1.3	100.0
	Total	1119	95.8	100.0	
Missing	999	49	4.2		
Total		1168	100.0		

Did you wear a seatbelt the last time you drove an automobile?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1137	97.3	99.0	99.0
	No	12	1.0	1.0	100.0
	Total	1149	98.4	100.0	
Missing	999	19	1.6		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

Do you believe that seat belt use should be encouraged by WSP through strict enforcement of the mandatory seat belt law?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	912	78.1	80.3	80.3
	No	224	19.2	19.7	100.0
	Total	1136	97.3	100.0	
Missing	999	32	2.7		
Total		1168	100.0		

Do you believe that the enforcement of the "primary offense" seat belt law (you can be stopped and ticketed for failure to use a seat belt) has had a positive effect on highway safety in the State of Washington?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	873	74.7	79.9	79.9
	No	220	18.8	20.1	100.0
	Total	1093	93.6	100.0	
Missing	999	75	6.4		
Total		1168	100.0		

Have you seen or heard a "click it or ticket" message regarding seatbelt use in the last year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1075	92.0	93.9	93.9
	No	70	6.0	6.1	100.0
	Total	1145	98.0	100.0	
Missing	999	23	2.0		
Total		1168	100.0		

Section 3: Perceptions of Problems

Auto theft-Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	15	1.3	1.4	1.4
	2	53	4.5	4.9	6.3
	3	277	23.7	25.8	32.2
	4	356	30.5	33.2	65.3
	Serious problem	372	31.8	34.7	100.0
Total		1073	91.9	100.0	
Missing	999	95	8.1		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

Auto theft - WSP effort on problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	96	8.2	9.9	9.9
	2	209	17.9	21.5	31.3
	3	633	54.2	65.1	96.4
	4	27	2.3	2.8	99.2
	Too much effort	8	.7	.8	100.0
	Total	973	83.3	100.0	
Missing	999	195	16.7		
Total		1168	100.0		

Drunk Driving - Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	11	.9	1.0	1.0
	2	16	1.4	1.5	2.5
	3	163	14.0	15.0	17.5
	4	267	22.9	24.6	42.2
	Serious problem	627	53.7	57.8	100.0
	Total	1084	92.8	100.0	
Missing	999	84	7.2		
Total		1168	100.0		

Drunk Driving - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	71	6.1	7.1	7.1
	2	220	18.8	21.9	29.0
	3	550	47.1	54.8	83.8
	4	136	11.6	13.5	97.3
	Too much effort	27	2.3	2.7	100.0
	Total	1004	86.0	100.0	
Missing	999	164	14.0		
Total		1168	100.0		

Drug-impaired Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	14	1.2	1.3	1.3
	2	34	2.9	3.2	4.5
	3	211	18.1	20.0	24.5
	4	272	23.3	25.8	50.3
	Serious problem	525	44.9	49.7	100.0
	Total	1056	90.4	100.0	
Missing	999	112	9.6		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

Drug-impaired Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	77	6.6	7.9	7.9
	2	224	19.2	22.9	30.8
	3	562	48.1	57.5	88.3
	4	95	8.1	9.7	98.1
	Too much effort	19	1.6	1.9	100.0
	Total	977	83.6	100.0	
Missing	999	191	16.4		
Total		1168	100.0		

Unsafe Vehicles (defective equipment) - Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	22	1.9	2.0	2.0
	2	207	17.7	19.2	21.3
	3	443	37.9	41.1	62.4
	4	266	22.8	24.7	87.1
	Serious problem	139	11.9	12.9	100.0
	Total	1077	92.2	100.0	
Missing	999	91	7.8		
Total		1168	100.0		

Unsafe Vehicles (defective equipment) - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	57	4.9	5.8	5.8
	2	181	15.5	18.3	24.1
	3	654	56.0	66.3	90.4
	4	81	6.9	8.2	98.6
	Too much effort	14	1.2	1.4	100.0
	Total	987	84.5	100.0	
Missing	999	181	15.5		
Total		1168	100.0		

Speed Violators- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	15	1.3	1.4	1.4
	2	89	7.6	8.1	9.5
	3	269	23.0	24.6	34.1
	4	361	30.9	33.0	67.0
	Serious problem	361	30.9	33.0	100.0
	Total	1095	93.8	100.0	
Missing	999	73	6.3		
Total		1168	100.0		

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Speed Violators - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	82	7.0	8.1	8.1
	2	221	18.9	21.8	29.9
	3	526	45.0	51.8	81.7
	4	146	12.5	14.4	96.1
	Too much effort	40	3.4	3.9	100.0
	Total	1015	86.9	100.0	
Missing	999	153	13.1		
Total		1168	100.0		

Uninsured Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	14	1.2	1.3	1.3
	2	76	6.5	7.3	8.6
	3	298	25.5	28.5	37.1
	4	301	25.8	28.8	65.9
	Serious problem	357	30.6	34.1	100.0
	Total	1046	89.6	100.0	
Missing	999	122	10.4		
Total		1168	100.0		

Uninsured Drivers - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	137	11.7	14.2	14.2
	2	238	20.4	24.7	38.9
	3	519	44.4	53.9	92.8
	4	57	4.9	5.9	98.8
	Too much effort	12	1.0	1.2	100.0
	Total	963	82.4	100.0	
Missing	999	205	17.6		
Total		1168	100.0		

Distracted Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	15	1.3	1.4	1.4
	2	57	4.9	5.2	6.6
	3	220	18.8	20.3	26.9
	4	384	32.9	35.4	62.2
	Serious problem	410	35.1	37.8	100.0
	Total	1086	93.0	100.0	
Missing	999	82	7.0		
Total		1168	100.0		

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Distracted Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	150	12.8	15.1	15.1
	2	314	26.9	31.5	46.6
	3	478	40.9	48.0	94.6
	4	47	4.0	4.7	99.3
	Too much effort	7	.6	.7	100.0
	Total	996	85.3	100.0	
Missing	999	172	14.7		
Total		1168	100.0		

Traffic Congestion- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	27	2.3	2.5	2.5
	2	73	6.3	6.8	9.3
	3	306	26.2	28.5	37.9
	4	283	24.2	26.4	64.3
	Serious problem	383	32.8	35.7	100.0
	Total	1072	91.8	100.0	
Missing	999	96	8.2		
Total		1168	100.0		

Traffic Congestion- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	117	10.0	12.0	12.0
	2	194	16.6	19.9	31.9
	3	600	51.4	61.5	93.3
	4	57	4.9	5.8	99.2
	Too much effort	8	.7	.8	100.0
	Total	976	83.6	100.0	
Missing	999	192	16.4		
Total		1168	100.0		

Aggressive Driving- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	11	.9	1.0	1.0
	2	55	4.7	5.1	6.1
	3	212	18.2	19.6	25.6
	4	376	32.2	34.7	60.3
	Serious problem	430	36.8	39.7	100.0
	Total	1084	92.8	100.0	
Missing	999	84	7.2		
Total		1168	100.0		

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Aggressive Driving- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	148	12.7	14.8	14.8
	2	317	27.1	31.6	46.4
	3	474	40.6	47.3	93.7
	4	51	4.4	5.1	98.8
	Too much effort	12	1.0	1.2	100.0
	Total	1002	85.8	100.0	
Missing	999	166	14.2		
Total		1168	100.0		

Road Rage (violent responses) - Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	16	1.4	1.5	1.5
	2	93	8.0	8.7	10.2
	3	262	22.4	24.4	34.6
	4	329	28.2	30.7	65.2
	Serious problem	373	31.9	34.8	100.0
	Total	1073	91.9	100.0	
Missing	999	95	8.1		
Total		1168	100.0		

Road Rage (violent responses) - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	114	9.8	11.6	11.6
	2	256	21.9	26.0	37.5
	3	549	47.0	55.7	93.2
	4	56	4.8	5.7	98.9
	Too much effort	11	.9	1.1	100.0
	Total	986	84.4	100.0	
Missing	999	182	15.6		
Total		1168	100.0		

Reckless/Unsafe Car Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	9	.8	.8	.8
	2	60	5.1	5.6	6.4
	3	299	25.6	27.9	34.3
	4	365	31.3	34.0	68.4
	Serious problem	339	29.0	31.6	100.0
	Total	1072	91.8	100.0	
Missing	999	96	8.2		
Total		1168	100.0		

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Reckless/Unsafe Car Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	104	8.9	10.4	10.4
	2	261	22.3	26.2	36.6
	3	569	48.7	57.0	93.6
	4	54	4.6	5.4	99.0
	Too much effort	10	.9	1.0	100.0
	Total	998	85.4	100.0	
Missing	999	170	14.6		
Total		1168	100.0		

Reckless/Unsafe Truck Drivers-Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	45	3.9	4.2	4.2
	2	161	13.8	15.0	19.3
	3	353	30.2	33.0	52.2
	4	267	22.9	25.0	77.2
	Serious problem	244	20.9	22.8	100.0
	Total	1070	91.6	100.0	
Missing	999	98	8.4		
Total		1168	100.0		

Reckless/Unsafe Truck Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	102	8.7	10.3	10.3
	2	218	18.7	22.1	32.4
	3	589	50.4	59.7	92.1
	4	67	5.7	6.8	98.9
	Too much effort	11	.9	1.1	100.0
	Total	987	84.5	100.0	
Missing	999	181	15.5		
Total		1168	100.0		

Reckless/Unsafe Motorcycle Riders- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	57	4.9	5.3	5.3
	2	203	17.4	19.0	24.4
	3	360	30.8	33.8	58.2
	4	264	22.6	24.8	82.9
	Serious problem	182	15.6	17.1	100.0
	Total	1066	91.3	100.0	
Missing	999	102	8.7		
Total		1168	100.0		

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Reckless/Unsafe Motorcycle Riders- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	78	6.7	7.9	7.9
	2	184	15.8	18.7	26.6
	3	651	55.7	66.1	92.7
	4	64	5.5	6.5	99.2
	Too much effort	8	.7	.8	100.0
	Total	985	84.3	100.0	
Missing	999	183	15.7		
Total		1168	100.0		

Other- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	2	.2	1.2	1.2
	2	4	.3	2.5	3.7
	3	12	1.0	7.4	11.0
	4	38	3.3	23.3	34.4
	Serious problem	107	9.2	65.6	100.0
	Total	163	14.0	100.0	
Missing	999	1005	86.0		
Total		1168	100.0		

Other - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	84	7.2	50.9	50.9
	2	50	4.3	30.3	81.2
	Just about the right amount of effort	22	1.9	13.3	94.5
	4	5	.4	3.0	97.6
	Too much effort	4	.3	2.4	100.0
	Total	165	14.1	100.0	
Missing	999	1003	85.9		
Total		1168	100.0		

Section 4: Attitudes Concerning Racial Profiling (Biased Policing)

Do you believe that troopers in the Washington State Patrol engage in this practice when they decide to stop drivers?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	215	18.4	21.3	21.3
	No	793	67.9	78.7	100.0
	Total	1008	86.3	100.0	
Missing	999	160	13.7		
Total		1168	100.0		

If you answered "yes" above, how widespread do you think this practice is within the WSP?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Widespread	30	2.6	12.0	12.0
	A few troopers do this	139	11.9	55.4	67.3
	Very few, if any, troopers do this	82	7.0	32.7	100.0
	Total	251	21.5	100.0	
Missing	999	917	78.5		
Total		1168	100.0		

Section 5: Demographic Data

What year were you born?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1910	1	.1	.1	.1
	1912	1	.1	.1	.2
	1913	1	.1	.1	.3
	1914	1	.1	.1	.4
	1916	3	.3	.3	.6
	1917	2	.2	.2	.8
	1918	7	.6	.6	1.4
	1919	10	.9	.9	2.3
	1920	7	.6	.6	2.9
	1921	6	.5	.5	3.4
	1922	11	.9	1.0	4.4
	1923	10	.9	.9	5.3
	1924	8	.7	.7	6.0
	1925	13	1.1	1.1	7.1
	1926	14	1.2	1.2	8.4
	1927	12	1.0	1.1	9.4
	1928	11	.9	1.0	10.4

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1929	19	1.6	1.7	12.1
1930	15	1.3	1.3	13.4
1931	17	1.5	1.5	14.9
1932	21	1.8	1.9	16.8
1933	23	2.0	2.0	18.8
1934	16	1.4	1.4	20.2
1935	16	1.4	1.4	21.6
1936	17	1.5	1.5	23.1
1937	17	1.5	1.5	24.6
1938	23	2.0	2.0	26.7
1939	21	1.8	1.9	28.5
1940	23	2.0	2.0	30.5
1941	16	1.4	1.4	32.0
1942	27	2.3	2.4	34.3
1943	34	2.9	3.0	37.3
1944	29	2.5	2.6	39.9
1945	29	2.5	2.6	42.5
1946	22	1.9	1.9	44.4
1947	29	2.5	2.6	47.0
1948	36	3.1	3.2	50.1
1949	29	2.5	2.6	52.7
1950	36	3.1	3.2	55.9
1951	23	2.0	2.0	57.9
1952	27	2.3	2.4	60.3
1953	32	2.7	2.8	63.1
1954	32	2.7	2.8	65.9
1955	33	2.8	2.9	68.8
1956	25	2.1	2.2	71.1
1957	27	2.3	2.4	73.4
1958	29	2.5	2.6	76.0
1959	19	1.6	1.7	77.7
1960	24	2.1	2.1	79.8
1961	24	2.1	2.1	81.9
1962	22	1.9	1.9	83.8
1963	17	1.5	1.5	85.3
1964	16	1.4	1.4	86.8
1965	14	1.2	1.2	88.0
1966	11	.9	1.0	89.0
1967	11	.9	1.0	89.9
1968	16	1.4	1.4	91.4
1969	10	.9	.9	92.2
1970	14	1.2	1.2	93.5
1971	8	.7	.7	94.2
1972	7	.6	.6	94.8
1973	6	.5	.5	95.3
1974	10	.9	.9	96.2
1975	3	.3	.3	96.5

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	1976	6	.5	.5	97.0
	1977	9	.8	.8	97.8
	1978	2	.2	.2	98.0
	1979	6	.5	.5	98.5
	1980	5	.4	.4	98.9
	1981	3	.3	.3	99.2
	1982	2	.2	.2	99.4
	1983	3	.3	.3	99.6
	1984	3	.3	.3	99.9
	1988	1	.1	.1	100.0
	Total	1133	97.0	100.0	
Missing	999	35	3.0		
Total		1168	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	794	68.0	69.8	69.8
	Female	344	29.5	30.2	100.0
	Total	1138	97.4	100.0	
Missing	999	30	2.6		
Total		1168	100.0		

Education level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Grade School	11	.9	1.0	1.0
	Some high school	27	2.3	2.4	3.4
	High school graduate	141	12.1	12.5	15.8
	Some college or trade school	370	31.7	32.7	48.5
	College graduate	363	31.1	32.1	80.6
	Advanced degree	219	18.8	19.4	100.0
	Total	1131	96.8	100.0	
Missing	999	37	3.2		
Total		1168	100.0		

Ethnic background - Latino

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	20	1.7	1.8	1.8
	No	1099	94.1	98.2	100.0
	Total	1119	95.8	100.0	
Missing	999	49	4.2		
Total		1168	100.0		

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Ethnic background - White

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1009	86.4	90.2	90.2
	No	110	9.4	9.8	100.0
	Total	1119	95.8	100.0	
Missing	999	49	4.2		
Total		1168	100.0		

Ethnic background - African American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19	1.6	1.7	1.7
	No	1100	94.2	98.3	100.0
	Total	1119	95.8	100.0	
Missing	999	49	4.2		
Total		1168	100.0		

Ethnic background - Native American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	30	2.6	2.7	2.7
	No	1089	93.2	97.3	100.0
	Total	1119	95.8	100.0	
Missing	999	49	4.2		
Total		1168	100.0		

Ethnic background - Asian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	4.2	4.4	4.4
	No	1070	91.6	95.6	100.0
	Total	1119	95.8	100.0	
Missing	999	49	4.2		
Total		1168	100.0		

Ethnic background - Pacific Islander

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	.8	.8	.8
	No	1110	95.0	99.2	100.0
	Total	1119	95.8	100.0	
Missing	999	49	4.2		
Total		1168	100.0		

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Ethnic background - East Indian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	.4	.4	.4
	No	1114	95.4	99.6	100.0
	Total	1119	95.8	100.0	
Missing	999	49	4.2		
Total		1168	100.0		

Ethnic background - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	29	2.5	2.6	2.6
	No	1092	93.5	97.4	100.0
	Total	1121	96.0	100.0	
Missing	999	47	4.0		
Total		1168	100.0		

Did you vote in the last general election (2006)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1002	85.8	88.8	88.8
	No	126	10.8	11.2	100.0
	Total	1128	96.6	100.0	
Missing	999	40	3.4		
Total		1168	100.0		

What is your primary occupation? Retired

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	388	33.2	34.3	34.3
	No	742	63.5	65.7	100.0
	Total	1130	96.7	100.0	
Missing	999	38	3.3		
Total		1168	100.0		

What is your primary occupation? Farmer, Rancher, etc.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	2.0	2.0	2.0
	No	1106	94.7	98.0	100.0
	Total	1129	96.7	100.0	
Missing	999	39	3.3		
Total		1168	100.0		

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What is your primary occupation? Professional (lawyer, accountant, doctor, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	217	18.6	19.2	19.2
	No	912	78.1	80.8	100.0
	Total	1129	96.7	100.0	
Missing	999	39	3.3		
Total		1168	100.0		

What is your primary occupation? Business owner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	114	9.8	10.1	10.1
	No	1015	86.9	89.9	100.0
	Total	1129	96.7	100.0	
Missing	999	39	3.3		
Total		1168	100.0		

What is your primary occupation? Manual Worker (blue collar, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	170	14.6	15.1	15.1
	No	959	82.1	84.9	100.0
	Total	1129	96.7	100.0	
Missing	999	39	3.3		
Total		1168	100.0		

What is your primary occupation? White Collar (officer worker, staff, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	194	16.6	17.2	17.2
	No	935	80.1	82.8	100.0
	Total	1129	96.7	100.0	
Missing	999	39	3.3		
Total		1168	100.0		

What is your primary occupation? Executive (management, director, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	152	13.0	13.5	13.5
	No	977	83.6	86.5	100.0
	Total	1129	96.7	100.0	
Missing	999	39	3.3		
Total		1168	100.0		

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What is your primary occupation? Homemaker

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	59	5.1	5.2	5.2
	No	1070	91.6	94.8	100.0
	Total	1129	96.7	100.0	
Missing	999	39	3.3		
Total		1168	100.0		

What is your primary occupation? Student

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	1.0	1.1	1.1
	No	1117	95.6	98.9	100.0
	Total	1129	96.7	100.0	
Missing	999	39	3.3		
Total		1168	100.0		

What is your primary occupation? Unemployed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	.7	.7	.7
	No	1121	96.0	99.3	100.0
	Total	1129	96.7	100.0	
Missing	999	39	3.3		
Total		1168	100.0		

What is your primary occupation? Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	181	15.5	16.0	16.0
	No	948	81.2	84.0	100.0
	Total	1129	96.7	100.0	
Missing	999	39	3.3		
Total		1168	100.0		

Please indicate your approximate family income before taxes in 2006.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000	13	1.1	1.2	1.2
	\$10,001-\$25,000	86	7.4	8.2	9.5
	\$25,001-\$40,000	145	12.4	13.8	23.3
	\$40,001-\$55,000	152	13.0	14.5	37.8
	\$55,001-\$70,000	194	16.6	18.5	56.4
	\$70,001-\$95,000	195	16.7	18.6	75.0
	More than \$95,001	262	22.4	25.0	100.0
	Total	1047	89.6	100.0	
Missing	999	121	10.4		
Total		1168	100.0		

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How would you rank the level of confidence you have in: Local Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	67	5.7	6.1	6.1
	2	94	8.0	8.5	14.5
	3	162	13.9	14.6	29.2
	4	268	22.9	24.2	53.4
	5	292	25.0	26.4	79.8
	6	189	16.2	17.1	96.8
	Great confidence	35	3.0	3.2	100.0
	Total	1107	94.8	100.0	
Missing	999	61	5.2		
Total		1168	100.0		

How would you rank the level of confidence you have in: Local Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	62	5.3	5.6	5.6
	2	129	11.0	11.6	17.2
	3	246	21.1	22.2	39.4
	4	329	28.2	29.6	69.0
	5	246	21.1	22.2	91.2
	6	87	7.4	7.8	99.0
	Great confidence	11	.9	1.0	100.0
	Total	1110	95.0	100.0	
Missing	999	58	5.0		
Total		1168	100.0		

How would you rank the level of confidence you have in: County Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	75	6.4	6.8	6.8
	2	117	10.0	10.6	17.3
	3	246	21.1	22.2	39.5
	4	349	29.9	31.5	71.0
	5	234	20.0	21.1	92.1
	6	80	6.8	7.2	99.3
	Great confidence	8	.7	.7	100.0
	Total	1109	94.9	100.0	
Missing	999	59	5.1		
Total		1168	100.0		

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How would you rank the level of confidence you have in: State Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	70	6.0	6.3	6.3
	2	147	12.6	13.3	19.6
	3	224	19.2	20.3	39.9
	4	326	27.9	29.5	69.3
	5	235	20.1	21.2	90.6
	6	92	7.9	8.3	98.9
	Great confidence	12	1.0	1.1	100.0
	Total	1106	94.7	100.0	
Missing	999	62	5.3		
Total		1168	100.0		

How would you rank the level of confidence you have in: City Law Enforcement Agencies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	30	2.6	2.7	2.7
	2	52	4.5	4.7	7.4
	3	139	11.9	12.6	20.0
	4	308	26.4	27.9	48.0
	5	322	27.6	29.2	77.2
	6	206	17.6	18.7	95.8
	Great confidence	46	3.9	4.2	100.0
	Total	1103	94.4	100.0	
Missing	999	65	5.6		
Total		1168	100.0		

How would you rank the level of confidence you have in: County Law Enforcement Agencies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	26	2.2	2.3	2.3
	2	46	3.9	4.1	6.5
	3	134	11.5	12.1	18.6
	4	319	27.3	28.7	47.3
	5	347	29.7	31.3	78.6
	6	203	17.4	18.3	96.8
	Great confidence	35	3.0	3.2	100.0
	Total	1110	95.0	100.0	
Missing	999	58	5.0		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

How would you rank the level of confidence you have in: Washington State Patrol

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	15	1.3	1.4	1.4
	2	11	.9	1.0	2.3
	3	65	5.6	5.9	8.2
	4	228	19.5	20.6	28.8
	5	323	27.7	29.2	57.9
	6	366	31.3	33.0	91.0
	Great confidence	100	8.6	9.0	100.0
	Total	1108	94.9	100.0	
Missing	999	60	5.1		
Total		1168	100.0		

In the area of general outlook on life, please place yourself on the following five point scales- TRUSTING OTHERS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Most people can be trusted	158	13.5	14.0	14.0
	2	507	43.4	45.1	59.1
	Undecided	154	13.2	13.7	72.8
	4	227	19.4	20.2	93.0
	Can't be too careful in dealing with people	79	6.8	7.0	100.0
	Total	1125	96.3	100.0	
Missing	999	43	3.7		
Total		1168	100.0		

In the area of general outlook on life, please place yourself on the following five point scales- HONESTY OF OTHERS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Most people are honest	160	13.7	14.2	14.2
	2	559	47.9	49.7	64.0
	Undecided	234	20.0	20.8	84.8
	4	156	13.4	13.9	98.7
	People are always cheating to get ahead	15	1.3	1.3	100.0
	Total	1124	96.2	100.0	
Missing	999	44	3.8		
Total		1168	100.0		

2007 WSP Citizen Satisfaction Survey Report

Would you be interested in taking part in a Town hall Meeting hosted by the Washington State Patrol detachment in your area if one is held in the next six months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very interested in being invited	96	8.2	8.8	8.8
	Somewhat interested in being invited	235	20.1	21.5	30.3
	Not interested in being invited	763	65.3	69.7	100.0
	Total	1094	93.7	100.0	
Missing	999	74	6.3		
Total		1168	100.0		

Additional comments on the survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Comment	287	24.6	24.8	24.8
	No comment	872	74.7	75.2	100.0
	Total	1159	99.2	100.0	
Missing	999	9	.8		
Total		1168	100.0		

Please indicate if you would like summary results of this survey.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	212	18.2	18.2	18.2
	No	950	81.3	81.8	100.0
	Total	1162	99.5	100.0	
Missing	999	6	.5		
Total		1168	100.0		

APPENDIX E

Means and Frequencies for all Survey Items: *Sanction* Sample

Frequency Tables

Section 1: General Impressions of the Washington State Patrol

Overall, the Washington State Patrol (WSP) does a good job of performing its mission.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	14	1.2	1.2	1.2
	Disagree	47	3.9	4.1	5.3
	Undecided	145	12.1	12.5	17.8
	Agree	735	61.2	63.5	81.3
	Strongly Agree	217	18.1	18.7	100.0
	Total	1158	96.4	100.0	
Missing	999	43	3.6		
Total		1201	100.0		

In general, WSP troopers are attentive to the questions and concerns of citizens.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	26	2.2	2.3	2.3
	Disagree	82	6.8	7.2	9.5
	Undecided	218	18.2	19.2	28.7
	Agree	660	55.0	58.2	86.9
	Strongly Agree	148	12.3	13.1	100.0
	Total	1134	94.4	100.0	
Missing	999	67	5.6		
Total		1201	100.0		

In general, WSP troopers treat citizens with respect.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	30	2.5	2.6	2.6
	Disagree	70	5.8	6.1	8.7
	Undecided	153	12.7	13.3	21.9
	Agree	689	57.4	59.7	81.6
	Strongly Agree	212	17.7	18.4	100.0
	Total	1154	96.1	100.0	
Missing	999	47	3.9		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

The WSP typically treats citizens the same regardless of their ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	36	3.0	3.3	3.3
	Disagree	84	7.0	7.6	10.9
	Undecided	357	29.7	32.5	43.4
	Agree	490	40.8	44.6	88.0
	Strongly Agree	132	11.0	12.0	100.0
	Total	1099	91.5	100.0	
Missing	999	102	8.5		
Total		1201	100.0		

In general, WSP troopers are reliable.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	8	.7	.7	.7
	Disagree	34	2.8	3.0	3.7
	Undecided	176	14.7	15.5	19.2
	Agree	726	60.4	63.9	83.1
	Strongly Agree	192	16.0	16.9	100.0
	Total	1136	94.6	100.0	
Missing	999	65	5.4		
Total		1201	100.0		

In general, WSP responsive to local issues.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	16	1.3	1.4	1.4
	Disagree	54	4.5	4.9	6.3
	Undecided	363	30.2	32.8	39.1
	Agree	566	47.1	51.1	90.2
	Strongly Agree	109	9.1	9.8	100.0
	Total	1108	92.3	100.0	
Missing	999	93	7.7		
Total		1201	100.0		

In general, WSP troopers are competent.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	11	.9	1.0	1.0
	Disagree	22	1.8	1.9	2.9
	Undecided	153	12.7	13.4	16.3
	Agree	759	63.2	66.4	82.7
	Strongly Agree	198	16.5	17.3	100.0
	Total	1143	95.2	100.0	
Missing	999	58	4.8		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

Generally, WSP troopers are polite and use appropriate manners in their contacts with citizens.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	19	1.6	1.7	1.7
	Disagree	90	7.5	7.9	9.6
	Undecided	135	11.2	11.8	21.4
	Agree	678	56.5	59.5	80.9
	Strongly Agree	218	18.2	19.1	100.0
	Total	1140	94.9	100.0	
Missing	999	61	5.1		
Total		1201	100.0		

I am quite satisfied with those services provided by the WSP with which I am familiar.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	24	2.0	2.1	2.1
	Disagree	77	6.4	6.8	8.9
	Undecided	159	13.2	14.0	22.9
	Agree	677	56.4	59.8	82.7
	Strongly Agree	196	16.3	17.3	100.0
	Total	1133	94.3	100.0	
Missing	999	68	5.7		
Total		1201	100.0		

With regard to the enforcement of drinking and driving laws, the WSP is doing a good job of removing drunk drivers from state highways.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	26	2.2	2.3	2.3
	Disagree	86	7.2	7.5	9.8
	Undecided	226	18.8	19.8	29.6
	Agree	586	48.8	51.4	81.0
	Strongly Agree	217	18.1	19.0	100.0
	Total	1141	95.0	100.0	
Missing	999	60	5.0		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

The WSP does a good job of detecting commercial motor vehicles that are in violation of speeding, following too closely, or making illegal lane changes.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	55	4.6	4.9	4.9
	Disagree	191	15.9	16.9	21.8
	Undecided	320	26.6	28.3	50.1
	Agree	452	37.6	40.0	90.2
	Strongly Agree	111	9.2	9.8	100.0
	Total	1129	94.0	100.0	
Missing	999	72	6.0		
Total		1201	100.0		

In general, there are enough WSP troopers patrolling the interstates and state routes in Washington.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	77	6.4	6.7	6.7
	Disagree	288	24.0	25.2	31.9
	Undecided	234	19.5	20.5	52.4
	Agree	423	35.2	37.0	89.3
	Strongly Agree	122	10.2	10.7	100.0
	Total	1144	95.3	100.0	
Missing	999	57	4.7		
Total		1201	100.0		

Section 2: Personal Experiences with the Washington State Patrol

Have you been stopped or assisted by a WSP trooper in past two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	526	43.8	47.5	47.5
	No	581	48.4	52.5	100.0
	Total	1107	92.2	100.0	
Missing	System	94	7.8		
Total		1201	100.0		

If yes, were you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Stopped	398	33.1	79.1	79.1
	Assisted	79	6.6	15.7	94.8
	Both	26	2.2	5.2	100.0
	Total	503	41.9	100.0	
Missing	999	698	58.1		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

IF YOU WERE STOPPED, Would you say the WSU trooper had a legitimate reason for stopping you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	411	34.2	78.3	78.3
	No	114	9.5	21.7	100.0
	Total	525	43.7	100.0	
Missing	System	676	56.3		
Total		1201	100.0		

What is your overall impression of the most recent contact you have had with a WSP trooper?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Favorable	236	19.7	22.0	22.0
	Favorable	378	31.5	35.3	57.3
	Neutral	285	23.7	26.6	83.9
	Unfavorable	95	7.9	8.9	92.7
	Very Unfavorable	78	6.5	7.3	100.0
	Total	1072	89.3	100.0	
Missing	999	129	10.7		
Total		1201	100.0		

Receiving a traffic citation (ticket) is never a pleasant experience. If you have ever received a traffic ticket from a WSP trooper, did you feel you were treated fairly?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, treated fairly	571	47.5	77.9	77.9
	No, not treated fairly	162	13.5	22.1	100.0
	Total	733	61.0	100.0	
Missing	Never received a ticket from WSP	382	31.8		
	999	86	7.2		
	Total	468	39.0		
Total		1201	100.0		

How many traffic citations have you received from the WSP in the past two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	822	68.4	70.8	70.8
	One	264	22.0	22.7	93.5
	Two	57	4.7	4.9	98.4
	More than two	18	1.5	1.6	100.0
	Total	1161	96.7	100.0	
Missing	999	40	3.3		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

Have you ever been stopped by a WSP trooper and received a warning (verbal/written) instead of a traffic citation (ticket)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	611	50.9	62.1	62.1
	No	373	31.1	37.9	100.0
	Total	984	81.9	100.0	
Missing	Never been stopped 999	175	14.6		
		42	3.5		
	Total	217	18.1		
Total		1201	100.0		

If you ever received either a ticket or a warning, did the WSP trooper explain to you clearly why you were being cited (given a ticket or warning)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	839	69.9	92.6	92.6
	No	67	5.6	7.4	100.0
	Total	906	75.4	100.0	
Missing	Never been stopped 999	232	19.3		
		63	5.2		
	Total	295	24.6		
Total		1201	100.0		

At any time in the past when you have had direct contact with the WSP, did the trooper ask permission to search your vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	41	3.4	3.8	3.8
	No	1032	85.9	96.2	100.0
	Total	1073	89.3	100.0	
Missing	System	128	10.7		
Total		1201	100.0		

If YES, Do you think the trooper had a legitimate reason to search the vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	1.5	46.2	46.2
	No	21	1.7	53.8	100.0
	Total	39	3.2	100.0	
Missing	System	1162	96.8		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	52	4.3	4.8	4.8
	No	1030	85.8	95.2	100.0
	Total	1082	90.1	100.0	
Missing	999	119	9.9		
Total		1201	100.0		

At any time in the past when you have had direct contact with the WSP, did you give the trooper permission to search you, frisk you, or pat you down?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	3.2	3.9	3.9
	No	956	79.6	96.1	100.0
	Total	995	82.8	100.0	
Missing	System	206	17.2		
Total		1201	100.0		

If YES, Do you think the trooper had a legitimate reason to search you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	1.9	65.7	65.7
	No	12	1.0	34.3	100.0
	Total	35	2.9	100.0	
Missing	System	1166	97.1		
Total		1201	100.0		

Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	47	3.9	4.7	4.7
	No	960	79.9	95.3	100.0
	Total	1007	83.8	100.0	
Missing	999	194	16.2		
Total		1201	100.0		

Have you contacted the WSP for service of any type during the past two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	241	20.1	20.5	20.5
	No	936	77.9	79.5	100.0
	Total	1177	98.0	100.0	
Missing	System	24	2.0		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

If YES, how satisfied were you with the service you received?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	110	9.2	46.6	46.6
	Satisfied	70	5.8	29.7	76.3
	Somewhat dissatisfied	27	2.2	11.4	87.7
	Very dissatisfied	29	2.4	12.3	100.0
	Total	236	19.7	100.0	
Missing	999	965	80.3		
Total		1201	100.0		

Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	119	9.9	10.1	10.1
	No	1059	88.2	89.9	100.0
	Total	1178	98.1	100.0	
Missing	999	23	1.9		
Total		1201	100.0		

How would you describe the amount of visibility/coverage the WSP generally maintains on state highways and freeways?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too little	362	30.1	31.4	31.4
	About the right amount	729	60.7	63.3	94.7
	Too much	61	5.1	5.3	100.0
	Total	1152	95.9	100.0	
Missing	999	49	4.1		
Total		1201	100.0		

What would you consider to be an adequate response time if you were on a state highway in the countryside and had car trouble and needed assistance?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15 minutes	243	20.2	21.4	21.4
	30 minutes	646	53.8	56.8	78.1
	45 minutes	144	12.0	12.7	90.8
	1 hour	105	8.7	9.2	100.0
	Total	1138	94.8	100.0	
Missing	999	63	5.2		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

What would you consider to be an adequate response time if you were on a state highway in the countryside and were involved in a collision or other emergency?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15 minutes	809	67.4	70.0	70.0
	30 minutes	293	24.4	25.3	95.3
	45 minutes	37	3.1	3.2	98.5
	1 hour	17	1.4	1.5	100.0
	Total	1156	96.3	100.0	
Missing	999	45	3.7		
Total		1201	100.0		

Did you wear a seatbelt the last time you drove an automobile?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1154	96.1	97.4	97.4
	No	31	2.6	2.6	100.0
	Total	1185	98.7	100.0	
Missing	999	16	1.3		
Total		1201	100.0		

Do you believe that seat belt use should be encouraged by WSP through strict enforcement of the mandatory seat belt law?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	829	69.0	70.6	70.6
	No	346	28.8	29.4	100.0
	Total	1175	97.8	100.0	
Missing	999	26	2.2		
Total		1201	100.0		

Do you believe that the enforcement of the "primary offense" seat belt law (you can be stopped and ticketed for failure to use a seat belt) has had a positive effect on highway safety in the State of Washington?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	825	68.7	73.0	73.0
	No	305	25.4	27.0	100.0
	Total	1130	94.1	100.0	
Missing	999	71	5.9		
Total		1201	100.0		

Have you seen or heard a "click it or ticket" message regarding seatbelt use in the last year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1145	95.3	96.6	96.6
	No	40	3.3	3.4	100.0
	Total	1185	98.7	100.0	
Missing	999	16	1.3		
Total		1201	100.0		

Section 3: Perceptions of Problems

Auto theft-Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	12	1.0	1.1	1.1
	2	77	6.4	6.9	8.0
	3	310	25.8	27.9	35.9
	4	301	25.1	27.1	63.0
	Serious problem	411	34.2	37.0	100.0
	Total	1111	92.5	100.0	
Missing	999	90	7.5		
Total		1201	100.0		

Auto theft - WSP effort on problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	118	9.8	11.3	11.3
	2	251	20.9	24.0	35.2
	3	626	52.1	59.8	95.0
	4	42	3.5	4.0	99.0
	Too much effort	10	.8	1.0	100.0
	Total	1047	87.2	100.0	
Missing	999	154	12.8		
Total		1201	100.0		

Drunk Driving - Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	9	.7	.8	.8
	2	34	2.8	3.0	3.8
	3	188	15.7	16.5	20.3
	4	304	25.3	26.7	47.0
	Serious problem	603	50.2	53.0	100.0
	Total	1138	94.8	100.0	
Missing	999	63	5.2		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

Drunk Driving - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	61	5.1	5.6	5.6
	2	192	16.0	17.8	23.4
	3	618	51.5	57.2	80.6
	4	155	12.9	14.4	95.0
	Too much effort	54	4.5	5.0	100.0
	Total	1080	89.9	100.0	
Missing	999	121	10.1		
Total		1201	100.0		

Drug-impaired Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	15	1.2	1.4	1.4
	2	64	5.3	5.8	7.2
	3	248	20.6	22.5	29.6
	4	299	24.9	27.1	56.8
	Serious problem	477	39.7	43.2	100.0
	Total	1103	91.8	100.0	
Missing	999	98	8.2		
Total		1201	100.0		

Drug-impaired Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	74	6.2	7.1	7.1
	2	204	17.0	19.5	26.6
	3	615	51.2	58.7	85.3
	4	121	10.1	11.6	96.8
	Too much effort	33	2.7	3.2	100.0
	Total	1047	87.2	100.0	
Missing	999	154	12.8		
Total		1201	100.0		

Unsafe Vehicles (defective equipment)- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	49	4.1	4.4	4.4
	2	227	18.9	20.2	24.6
	3	455	37.9	40.6	65.2
	4	245	20.4	21.9	87.1
	Serious problem	145	12.1	12.9	100.0
	Total	1121	93.3	100.0	
Missing	999	80	6.7		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

Unsafe Vehicles (defective equipment)- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	73	6.1	6.9	6.9
	2	171	14.2	16.2	23.1
	3	681	56.7	64.5	87.7
	4	106	8.8	10.0	97.7
	Too much effort	24	2.0	2.3	100.0
	Total	1055	87.8	100.0	
Missing	999	146	12.2		
Total		1201	100.0		

Speed Violators- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	21	1.7	1.8	1.8
	2	118	9.8	10.3	12.2
	3	352	29.3	30.9	43.0
	4	355	29.6	31.1	74.1
	Serious problem	295	24.6	25.9	100.0
	Total	1141	95.0	100.0	
Missing	999	60	5.0		
Total		1201	100.0		

Speed Violators - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	65	5.4	6.0	6.0
	2	196	16.3	18.1	24.1
	3	565	47.0	52.1	76.2
	4	180	15.0	16.6	92.8
	Too much effort	78	6.5	7.2	100.0
	Total	1084	90.3	100.0	
Missing	999	117	9.7		
Total		1201	100.0		

Uninsured Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	23	1.9	2.1	2.1
	2	108	9.0	9.8	11.9
	3	297	24.7	27.1	39.0
	4	290	24.1	26.4	65.5
	Serious problem	379	31.6	34.5	100.0
	Total	1097	91.3	100.0	
Missing	999	104	8.7		
Total		1201	100.0		

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Uninsured Drivers - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	165	13.7	15.9	15.9
	2	233	19.4	22.4	38.2
	3	550	45.8	52.8	91.1
	4	59	4.9	5.7	96.7
	Too much effort	34	2.8	3.3	100.0
	Total	1041	86.7	100.0	
Missing	999	160	13.3		
Total		1201	100.0		

Distracted Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	17	1.4	1.5	1.5
	2	92	7.7	8.1	9.6
	3	281	23.4	24.8	34.4
	4	370	30.8	32.7	67.1
	Serious problem	373	31.1	32.9	100.0
	Total	1133	94.3	100.0	
Missing	999	68	5.7		
Total		1201	100.0		

Distracted Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	147	12.2	13.7	13.7
	2	324	27.0	30.3	44.0
	3	524	43.6	48.9	92.9
	4	62	5.2	5.8	98.7
	Too much effort	14	1.2	1.3	100.0
	Total	1071	89.2	100.0	
Missing	999	130	10.8		
Total		1201	100.0		

Traffic Congestion- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	38	3.2	3.4	3.4
	2	100	8.3	9.0	12.4
	3	325	27.1	29.1	41.5
	4	253	21.1	22.7	64.2
	Serious problem	400	33.3	35.8	100.0
	Total	1116	92.9	100.0	
Missing	999	85	7.1		
Total		1201	100.0		

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Traffic Congestion- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	133	11.1	12.8	12.8
	2	222	18.5	21.4	34.2
	3	617	51.4	59.5	93.7
	4	45	3.7	4.3	98.1
	Too much effort	20	1.7	1.9	100.0
	Total	1037	86.3	100.0	
Missing	999	164	13.7		
Total		1201	100.0		

Aggressive Driving- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	17	1.4	1.5	1.5
	2	65	5.4	5.7	7.2
	3	278	23.1	24.5	31.7
	4	410	34.1	36.1	67.8
	Serious problem	366	30.5	32.2	100.0
	Total	1136	94.6	100.0	
Missing	999	65	5.4		
Total		1201	100.0		

Aggressive Driving- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	123	10.2	11.5	11.5
	2	292	24.3	27.3	38.9
	3	543	45.2	50.8	89.7
	4	95	7.9	8.9	98.6
	Too much effort	15	1.2	1.4	100.0
	Total	1068	88.9	100.0	
Missing	999	133	11.1		
Total		1201	100.0		

Road Rage (violent responses) - Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	24	2.0	2.1	2.1
	2	133	11.1	11.9	14.0
	3	300	25.0	26.7	40.7
	4	322	26.8	28.7	69.4
	Serious problem	343	28.6	30.6	100.0
	Total	1122	93.4	100.0	
Missing	999	79	6.6		
Total		1201	100.0		

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Road Rage (violent responses) - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	98	8.2	9.2	9.2
	2	253	21.1	23.8	33.0
	3	618	51.5	58.1	91.1
	4	76	6.3	7.1	98.2
	Too much effort	19	1.6	1.8	100.0
	Total	1064	88.6	100.0	
Missing	999	137	11.4		
Total		1201	100.0		

Reckless/Unsafe Car Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	16	1.3	1.4	1.4
	2	91	7.6	8.0	9.4
	3	328	27.3	28.9	38.4
	4	381	31.7	33.6	72.0
	Serious problem	318	26.5	28.0	100.0
	Total	1134	94.4	100.0	
Missing	999	67	5.6		
Total		1201	100.0		

Reckless/Unsafe Car Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	101	8.4	9.4	9.4
	2	264	22.0	24.7	34.1
	3	609	50.7	56.9	91.0
	4	76	6.3	7.1	98.1
	Too much effort	20	1.7	1.9	100.0
	Total	1070	89.1	100.0	
Missing	999	131	10.9		
Total		1201	100.0		

Reckless/Unsafe Truck Drivers-Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	66	5.5	5.9	5.9
	2	223	18.6	19.8	25.6
	3	318	26.5	28.2	53.9
	4	270	22.5	24.0	77.8
	Serious problem	250	20.8	22.2	100.0
	Total	1127	93.8	100.0	
Missing	999	74	6.2		
Total		1201	100.0		

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Reckless/Unsafe Truck Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	116	9.7	10.9	10.9
	2	199	16.6	18.7	29.6
	3	638	53.1	59.9	89.5
	4	88	7.3	8.3	97.7
	Too much effort	24	2.0	2.3	100.0
	Total	1065	88.7	100.0	
Missing	999	136	11.3		
Total		1201	100.0		

Reckless/Unsafe Motorcycle Riders- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	83	6.9	7.4	7.4
	2	231	19.2	20.6	27.9
	3	351	29.2	31.2	59.2
	4	255	21.2	22.7	81.9
	Serious problem	204	17.0	18.1	100.0
	Total	1124	93.6	100.0	
Missing	999	77	6.4		
Total		1201	100.0		

Reckless/Unsafe Motorcycle Riders- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	86	7.2	8.1	8.1
	2	204	17.0	19.3	27.4
	3	663	55.2	62.7	90.2
	4	80	6.7	7.6	97.7
	Too much effort	24	2.0	2.3	100.0
	Total	1057	88.0	100.0	
Missing	999	144	12.0		
Total		1201	100.0		

Other problem coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cell phones	21	1.7	22.6	22.6
	Slow drivers	29	2.4	31.2	53.8
	Semis	17	1.4	18.3	72.0
	Aggressive Driving	26	2.2	28.0	100.0
	Total	93	7.7	100.0	
Missing	System	1108	92.3		
Total		1201	100.0		

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Other- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	5	.4	3.2	3.2
	2	3	.2	1.9	5.1
	3	12	1.0	7.6	12.7
	4	33	2.7	21.0	33.8
	Serious problem	104	8.7	66.2	100.0
	Total	157	13.1	100.0	
Missing	999	1044	86.9		
Total		1201	100.0		

Other - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	94	7.8	58.4	58.4
	2	37	3.1	23.0	81.4
	Just about the right amount of effort	15	1.2	9.3	90.7
	4	4	.3	2.5	93.2
	Too much effort	11	.9	6.8	100.0
	Total	161	13.4	100.0	
Missing	999	1040	86.6		
Total		1201	100.0		

Section 4: Attitudes Concerning Racial Profiling (Biased Policing)

Do you believe that troopers in the Washington State Patrol engage in this practice when they decide to stop drivers?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	321	26.7	30.0	30.0
	No	750	62.4	70.0	100.0
	Total	1071	89.2	100.0	
Missing	999	130	10.8		
Total		1201	100.0		

If you answered "yes" above, how widespread do you think this practice is within the WSP?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Widespread	80	6.7	21.9	21.9
	A few troopers do this	217	18.1	59.5	81.4
	Very few, if any, troopers do this	68	5.7	18.6	100.0
	Total	365	30.4	100.0	
Missing	999	836	69.6		
Total		1201	100.0		

Section 5: Demographic Data

Age-4 categories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 21	10	.8	.9	.9
	21-39	248	20.6	21.2	22.1
	40-64	736	61.3	63.0	85.1
	65+	174	14.5	14.9	100.0
	Total	1168	97.3	100.0	
Missing	System	33	2.7		
Total		1201	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	715	59.5	61.2	61.2
	Female	453	37.7	38.8	100.0
	Total	1168	97.3	100.0	
Missing	999	33	2.7		
Total		1201	100.0		

Education level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Grade School	10	.8	.9	.9
	Some high school	58	4.8	5.0	5.8
	High school graduate	176	14.7	15.1	20.9
	Some college or trade school	461	38.4	39.5	60.4
	College graduate	320	26.6	27.4	87.8
	Advanced degree	142	11.8	12.2	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

Ethnic background - Latino

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	66	5.5	5.7	5.7
	No	1092	90.9	94.3	100.0
	Total	1158	96.4	100.0	
Missing	999	43	3.6		
Total		1201	100.0		

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Ethnic background - White

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	993	82.7	85.8	85.8
	No	165	13.7	14.2	100.0
	Total	1158	96.4	100.0	
Missing	999	43	3.6		
Total		1201	100.0		

Ethnic background - African American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	2.0	2.1	2.1
	No	1134	94.4	97.9	100.0
	Total	1158	96.4	100.0	
Missing	999	43	3.6		
Total		1201	100.0		

Ethnic background - Native American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43	3.6	3.7	3.7
	No	1115	92.8	96.3	100.0
	Total	1158	96.4	100.0	
Missing	999	43	3.6		
Total		1201	100.0		

Ethnic background - Asian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	29	2.4	2.5	2.5
	No	1129	94.0	97.5	100.0
	Total	1158	96.4	100.0	
Missing	999	43	3.6		
Total		1201	100.0		

Ethnic background - Pacific Islander

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	1.1	1.1	1.1
	No	1145	95.3	98.9	100.0
	Total	1158	96.4	100.0	
Missing	999	43	3.6		
Total		1201	100.0		

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Ethnic background - East Indian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	.3	.3	.3
	No	1154	96.1	99.7	100.0
	Total	1158	96.4	100.0	
Missing	999	43	3.6		
Total		1201	100.0		

Ethnic background - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	47	3.9	4.1	4.1
	No	1111	92.5	95.9	100.0
	Total	1158	96.4	100.0	
Missing	999	43	3.6		
Total		1201	100.0		

Did you vote in the last general election(2006)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	948	78.9	81.5	81.5
	No	215	17.9	18.5	100.0
	Total	1163	96.8	100.0	
Missing	999	38	3.2		
Total		1201	100.0		

What is your primary occupation? Retired

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	176	14.7	15.1	15.1
	No	991	82.5	84.9	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

What is your primary occupation? Farmer, Rancher, etc.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	57	4.7	4.9	4.9
	No	1110	92.4	95.1	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

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What is your primary occupation? Professional (lawyer, accountant, doctor, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	160	13.3	13.7	13.7
	No	1007	83.8	86.3	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

What is your primary occupation? Business owner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	210	17.5	18.0	18.0
	No	957	79.7	82.0	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

What is your primary occupation? Manual Worker (blue collar, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	155	12.9	13.3	13.3
	No	1012	84.3	86.7	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

What is your primary occupation? White Collar (officer worker, staff, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	205	17.1	17.6	17.6
	No	962	80.1	82.4	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

What is your primary occupation? Executive (management, director, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	133	11.1	11.4	11.4
	No	1034	86.1	88.6	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

What is your primary occupation? Homemaker

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	70	5.8	6.0	6.0
	No	1097	91.3	94.0	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

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What is your primary occupation? Student

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	36	3.0	3.1	3.1
	No	1131	94.2	96.9	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

What is your primary occupation? Unemployed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	1.1	1.1	1.1
	No	1154	96.1	98.9	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

What is your primary occupation? Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	182	15.2	15.6	15.6
	No	985	82.0	84.4	100.0
	Total	1167	97.2	100.0	
Missing	999	34	2.8		
Total		1201	100.0		

Please indicate your approximate family income before taxes in 2006.

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Less than \$10,000	51	4.2	4.7	4.7	
	\$10,001-\$25,000	113	9.4	10.4	15.0	
	\$25,001-\$40,000	145	12.1	13.3	28.3	
	\$40,001-\$55,000	137	11.4	12.6	40.9	
	\$55,001-\$70,000	160	13.3	14.7	55.5	
	\$70,001-\$95,000	224	18.7	20.5	76.1	
	More than \$95,001	261	21.7	23.9	100.0	
	Total	1091	90.8	100.0		
	Missing	999	110	9.2		
	Total		1201	100.0		

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How would you rank the level of confidence you have in: Local Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	80	6.7	7.0	7.0
	2	104	8.7	9.1	16.0
	3	180	15.0	15.7	31.7
	4	290	24.1	25.3	57.0
	5	283	23.6	24.7	81.6
	6	157	13.1	13.7	95.3
	Great confidence	54	4.5	4.7	100.0
	Total	1148	95.6	100.0	
Missing	999	53	4.4		
Total		1201	100.0		

How would you rank the level of confidence you have in: Local Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	93	7.7	8.2	8.2
	2	140	11.7	12.3	20.4
	3	245	20.4	21.5	41.9
	4	333	27.7	29.2	71.1
	5	222	18.5	19.5	90.5
	6	83	6.9	7.3	97.8
	Great confidence	25	2.1	2.2	100.0
	Total	1141	95.0	100.0	
Missing	999	60	5.0		
Total		1201	100.0		

How would you rank the level of confidence you have in: County Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	89	7.4	7.8	7.8
	2	145	12.1	12.7	20.4
	3	239	19.9	20.9	41.3
	4	348	29.0	30.4	71.7
	5	221	18.4	19.3	91.0
	6	83	6.9	7.2	98.3
	Great confidence	20	1.7	1.7	100.0
	Total	1145	95.3	100.0	
Missing	999	56	4.7		
Total		1201	100.0		

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How would you rank the level of confidence you have in: State Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	107	8.9	9.4	9.4
	2	172	14.3	15.0	24.4
	3	192	16.0	16.8	41.2
	4	323	26.9	28.2	69.4
	5	227	18.9	19.8	89.2
	6	101	8.4	8.8	98.1
	Great confidence	22	1.8	1.9	100.0
	Total	1144	95.3	100.0	
Missing	999	57	4.7		
Total		1201	100.0		

How would you rank the level of confidence you have in: City Law Enforcement Agencies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	68	5.7	5.9	5.9
	2	82	6.8	7.2	13.1
	3	165	13.7	14.4	27.6
	4	319	26.6	27.9	55.5
	5	283	23.6	24.8	80.2
	6	184	15.3	16.1	96.3
	Great confidence	42	3.5	3.7	100.0
	Total	1143	95.2	100.0	
Missing	999	58	4.8		
Total		1201	100.0		

How would you rank the level of confidence you have in: County Law Enforcement Agencies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	33	2.7	2.9	2.9
	2	74	6.2	6.5	9.3
	3	150	12.5	13.1	22.4
	4	323	26.9	28.2	50.6
	5	329	27.4	28.7	79.3
	6	190	15.8	16.6	95.9
	Great confidence	47	3.9	4.1	100.0
	Total	1146	95.4	100.0	
Missing	999	55	4.6		
Total		1201	100.0		

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How would you rank the level of confidence you have in: Washington State Patrol

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	22	1.8	1.9	1.9
	2	42	3.5	3.7	5.6
	3	80	6.7	7.0	12.5
	4	255	21.2	22.2	34.8
	5	321	26.7	28.0	62.7
	6	321	26.7	28.0	90.7
	Great confidence	107	8.9	9.3	100.0
	Total	1148	95.6	100.0	
Missing	999	53	4.4		
Total		1201	100.0		

In the area of general outlook on life, please place yourself on the following five point scales- TRUSTING OTHERS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Most people can be trusted	139	11.6	11.9	11.9
	2	498	41.5	42.6	54.5
	Undecided	164	13.7	14.0	68.6
	4	284	23.6	24.3	92.9
	Can't be too careful in dealing with people	83	6.9	7.1	100.0
	Total	1168	97.3	100.0	
Missing	999	33	2.7		
Total		1201	100.0		

In the area of general outlook on life, please place yourself on the following five point scales- HONESTY OF OTHERS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Most people are honest	136	11.3	11.7	11.7
	2	531	44.2	45.5	57.2
	Undecided	260	21.6	22.3	79.5
	4	213	17.7	18.3	97.8
	People are always cheating to get ahead	26	2.2	2.2	100.0
	Total	1166	97.1	100.0	
Missing	999	35	2.9		
Total		1201	100.0		

2007 WSP Citizen Satisfaction Survey Report

Would you be interested in taking part in a Town hall Meeting hosted by the Washington State Patrol detachment in your area if one is held in the next six months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very interested in being invited	129	10.7	11.5	11.5
	Somewhat interested in being invited	241	20.1	21.5	33.0
	Not interested in being invited	751	62.5	67.0	100.0
	Total	1121	93.3	100.0	
Missing	999	80	6.7		
Total		1201	100.0		

Additional comments on the survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Comment	322	26.8	27.2	27.2
	No comment	861	71.7	72.8	100.0
	Total	1183	98.5	100.0	
Missing	999	18	1.5		
Total		1201	100.0		

Please indicate if you would like summary results of this survey.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	249	20.7	20.9	20.9
	No	944	78.6	79.1	100.0
	Total	1193	99.3	100.0	
Missing	999	8	.7		
Total		1201	100.0		

APPENDIX F

Frequencies for all Survey Items: Assist Sample

Frequency Tables

Section 1: General Impressions of the Washington State Patrol

Overall, the Washington State Patrol (WSP) does a good job of performing its mission.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	4	2.4	2.5	2.5
	Disagree	8	4.7	5.0	7.5
	Undecided	13	7.6	8.2	15.7
	Agree	99	58.2	62.3	78.0
	Strongly Agree	35	20.6	22.0	100.0
	Total	159	93.5	100.0	
Missing	999	11	6.5		
Total		170	100.0		

In general, WSP troopers are attentive to the questions and concerns of citizens.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	1.8	1.9	1.9
	Disagree	10	5.9	6.5	8.4
	Undecided	31	18.2	20.1	28.6
	Agree	86	50.6	55.8	84.4
	Strongly Agree	24	14.1	15.6	100.0
	Total	154	90.6	100.0	
Missing	999	16	9.4		
Total		170	100.0		

In general, WSP troopers treat citizens with respect.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	2.9	3.2	3.2
	Disagree	10	5.9	6.3	9.5
	Undecided	24	14.1	15.2	24.7
	Agree	88	51.8	55.7	80.4
	Strongly Agree	31	18.2	19.6	100.0
	Total	158	92.9	100.0	
Missing	999	12	7.1		
Total		170	100.0		

2007 WSP Citizen Satisfaction Survey Report

The WSP typically treats citizens the same regardless of their ethnic background.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	4.1	4.7	4.7
	Disagree	12	7.1	8.0	12.7
	Undecided	45	26.5	30.0	42.7
	Agree	65	38.2	43.3	86.0
	Strongly Agree	21	12.4	14.0	100.0
	Total	150	88.2	100.0	
Missing	999	20	11.8		
Total		170	100.0		

In general, WSP troopers are reliable.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	1.8	1.9	1.9
	Disagree	7	4.1	4.5	6.4
	Undecided	16	9.4	10.3	16.7
	Agree	100	58.8	64.1	80.8
	Strongly Agree	30	17.6	19.2	100.0
	Total	156	91.8	100.0	
Missing	999	14	8.2		
Total		170	100.0		

In general, WSP responsive to local issues.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	1.2	1.4	1.4
	Disagree	11	6.5	7.4	8.8
	Undecided	42	24.7	28.4	37.2
	Agree	73	42.9	49.3	86.5
	Strongly Agree	20	11.8	13.5	100.0
	Total	148	87.1	100.0	
Missing	999	22	12.9		
Total		170	100.0		

In general, WSP troopers are competent.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	1.2	1.3	1.3
	Disagree	4	2.4	2.6	3.8
	Undecided	15	8.8	9.6	13.5
	Agree	103	60.6	66.0	79.5
	Strongly Agree	32	18.8	20.5	100.0
	Total	156	91.8	100.0	
Missing	999	14	8.2		
Total		170	100.0		

2007 WSP Citizen Satisfaction Survey Report

Generally, WSP troopers are polite and use appropriate manners in their contacts with citizens.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	6	3.5	3.8	3.8
	Disagree	5	2.9	3.2	7.0
	Undecided	16	9.4	10.2	17.2
	Agree	94	55.3	59.9	77.1
	Strongly Agree	36	21.2	22.9	100.0
	Total	157	92.4	100.0	
Missing	999	13	7.6		
Total		170	100.0		

I am quite satisfied with those services provided by the WSP with which I am familiar.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	1.8	1.9	1.9
	Disagree	14	8.2	9.0	11.0
	Undecided	17	10.0	11.0	21.9
	Agree	93	54.7	60.0	81.9
	Strongly Agree	28	16.5	18.1	100.0
	Total	155	91.2	100.0	
Missing	999	15	8.8		
Total		170	100.0		

With regard to the enforcement of drinking and driving laws, the WSP is doing a good job of removing drunk drivers from state highways.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	2.9	3.2	3.2
	Disagree	11	6.5	7.0	10.2
	Undecided	32	18.8	20.4	30.6
	Agree	82	48.2	52.2	82.8
	Strongly Agree	27	15.9	17.2	100.0
	Total	157	92.4	100.0	
Missing	999	13	7.6		
Total		170	100.0		

The WSP does a good job of detecting commercial motor vehicles that are in violation of speeding, following too closely, or making illegal lane changes.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	11	6.5	7.3	7.3
	Disagree	19	11.2	12.7	20.0
	Undecided	43	25.3	28.7	48.7
	Agree	62	36.5	41.3	90.0
	Strongly Agree	15	8.8	10.0	100.0
	Total	150	88.2	100.0	
Missing	999	20	11.8		
Total		170	100.0		

In general, there are enough WSP troopers patrolling the interstates and state routes in Washington.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	13	7.6	8.4	8.4
	Disagree	36	21.2	23.4	31.8
	Undecided	31	18.2	20.1	51.9
	Agree	55	32.4	35.7	87.7
	Strongly Agree	19	11.2	12.3	100.0
	Total	154	90.6	100.0	
Missing	999	16	9.4		
Total		170	100.0		

Section 2: Personal Experiences with the Washington State Patrol

Have you been stopped or assisted by a WSP trooper in past two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	71	41.8	44.1	44.1
	No	90	52.9	55.9	100.0
	Total	161	94.7	100.0	
Missing	System	9	5.3		
Total		170	100.0		

If yes, were you:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Stopped	37	21.8	54.4	54.4
	Assisted	27	15.9	39.7	94.1
	Both	4	2.4	5.9	100.0
	Total	68	40.0	100.0	
Missing	999	102	60.0		
Total		170	100.0		

IF YOU WERE STOPPED, Would you say the WSU trooper had a legitimate reason for stopping you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	21.8	82.2	82.2
	No	8	4.7	17.8	100.0
	Total	45	26.5	100.0	
Missing	System	125	73.5		
Total		170	100.0		

2007 WSP Citizen Satisfaction Survey Report

What is your overall impression of the most recent contact you have had with a WSP trooper?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Favorable	33	19.4	22.8	22.8
	Favorable	53	31.2	36.6	59.3
	Neutral	34	20.0	23.4	82.8
	Unfavorable	18	10.6	12.4	95.2
	Very Unfavorable	7	4.1	4.8	100.0
	Total	145	85.3	100.0	
Missing	999	25	14.7		
Total		170	100.0		

Receiving a traffic citation (ticket) is never a pleasant experience. If you have ever received a traffic ticket from a WSP trooper, did you feel you were treated fairly?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, treated fairly	72	42.4	77.4	77.4
	No, not treated fairly	21	12.4	22.6	100.0
	Total	93	54.7	100.0	
Missing	Never received a ticket from WSP	62	36.5		
	999	15	8.8		
	Total	77	45.3		
Total		170	100.0		

How many traffic citations have you received from the WSP in the past two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	136	80.0	83.4	83.4
	One	21	12.4	12.9	96.3
	Two	6	3.5	3.7	100.0
	Total	163	95.9	100.0	
Missing	999	7	4.1		
Total		170	100.0		

Have you ever been stopped by a WSP trooper and received a warning (verbal/written) instead of a traffic citation (ticket)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	71	41.8	55.9	55.9
	No	56	32.9	44.1	100.0
	Total	127	74.7	100.0	
Missing	Never been stopped	29	17.1		
	999	14	8.2		
	Total	43	25.3		
Total		170	100.0		

2007 WSP Citizen Satisfaction Survey Report

If you ever received either a ticket or a warning, did the WSP trooper explain to you clearly why you were being cited (given a ticket or warning)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	102	60.0	89.5	89.5
	No	12	7.1	10.5	100.0
	Total	114	67.1	100.0	
Missing	Never been stopped	46	27.1		
	999	10	5.9		
Total		170	100.0		

At any time in the past when you have had direct contact with the WSP, did the trooper ask permission to search your vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	4.1	5.0	5.0
	No	134	78.8	95.0	100.0
	Total	141	82.9	100.0	
Missing	System	29	17.1		
Total		170	100.0		

If YES, Do you think the trooper had a legitimate reason to search the vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	2.4	66.7	66.7
	No	2	1.2	33.3	100.0
	Total	6	3.5	100.0	
Missing	System	164	96.5		
Total		170	100.0		

Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	3.5	4.2	4.2
	No	136	80.0	95.8	100.0
	Total	142	83.5	100.0	
Missing	999	28	16.5		
Total		170	100.0		

At any time in the past when you have had direct contact with the WSP, did you give the trooper permission to search you, frisk you, or pat you down?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	2.4	3.1	3.1
	No	124	72.9	96.9	100.0
	Total	128	75.3	100.0	
Missing	System	42	24.7		
Total		170	100.0		

2007 WSP Citizen Satisfaction Survey Report

If YES, Do you think the trooper had a legitimate reason to search you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	1.8	75.0	75.0
	No	1	.6	25.0	100.0
	Total	4	2.4	100.0	
Missing	System	166	97.6		
Total		170	100.0		

Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	2.4	3.1	3.1
	No	127	74.7	96.9	100.0
	Total	131	77.1	100.0	
Missing	999	39	22.9		
Total		170	100.0		

Have you contacted the WSP for service of any type during the past two years?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	36	21.2	21.7	21.7
	No	130	76.5	78.3	100.0
	Total	166	97.6	100.0	
Missing	System	4	2.4		
Total		170	100.0		

If YES, how satisfied were you with the service you received?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	15	8.8	42.9	42.9
	Satisfied	9	5.3	25.7	68.6
	Somewhat dissatisfied	5	2.9	14.3	82.9
	Very dissatisfied	6	3.5	17.1	100.0
	Total	35	20.6	100.0	
Missing	999	135	79.4		
Total		170	100.0		

Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	20	11.8	12.0	12.0
	No	147	86.5	88.0	100.0
	Total	167	98.2	100.0	
Missing	999	3	1.8		
Total		170	100.0		

2007 WSP Citizen Satisfaction Survey Report

How would you describe the amount of visibility/coverage the WSP generally maintains on state highways and freeways?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too little	52	30.6	31.9	31.9
	About the right amount	104	61.2	63.8	95.7
	Too much	7	4.1	4.3	100.0
	Total	163	95.9	100.0	
Missing	999	7	4.1		
Total		170	100.0		

What would you consider to be an adequate response time if you were on a state highway in the countryside and had car trouble and needed assistance?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15 minutes	40	23.5	24.4	24.4
	30 minutes	90	52.9	54.9	79.3
	45 minutes	24	14.1	14.6	93.9
	1 hour	10	5.9	6.1	100.0
	Total	164	96.5	100.0	
Missing	999	6	3.5		
Total		170	100.0		

What would you consider to be an adequate response time if you were on a state highway in the countryside and were involved in a collision or other emergency?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15 minutes	120	70.6	72.3	72.3
	30 minutes	38	22.4	22.9	95.2
	45 minutes	5	2.9	3.0	98.2
	1 hour	3	1.8	1.8	100.0
	Total	166	97.6	100.0	
Missing	999	4	2.4		
Total		170	100.0		

Did you wear a seatbelt the last time you drove an automobile?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	167	98.2	98.8	98.8
	No	2	1.2	1.2	100.0
	Total	169	99.4	100.0	
Missing	999	1	.6		
Total		170	100.0		

Do you believe that seat belt use should be encouraged by WSP through strict enforcement of the mandatory seat belt law?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	126	74.1	77.8	77.8
	No	36	21.2	22.2	100.0
	Total	162	95.3	100.0	
Missing	999	8	4.7		
Total		170	100.0		

Do you believe that the enforcement of the "primary offense" seat belt law (you can be stopped and ticketed for failure to use a seat belt) has had a positive effect on highway safety in the State of Washington?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	122	71.8	77.2	77.2
	No	36	21.2	22.8	100.0
	Total	158	92.9	100.0	
Missing	999	12	7.1		
Total		170	100.0		

Have you seen or heard a "click it or ticket" message regarding seatbelt use in the last year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	157	92.4	93.5	93.5
	No	11	6.5	6.5	100.0
	Total	168	98.8	100.0	
Missing	999	2	1.2		
Total		170	100.0		

Section 3: Perceptions of Problems

Auto theft-Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	4	2.4	2.5	2.5
	2	13	7.6	8.2	10.7
	3	34	20.0	21.4	32.1
	4	53	31.2	33.3	65.4
	Serious problem	55	32.4	34.6	100.0
	Total	159	93.5	100.0	
Missing	999	11	6.5		
Total		170	100.0		

2007 WSP Citizen Satisfaction Survey Report

Auto theft - WSP effort on problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	16	9.4	10.6	10.6
	2	34	20.0	22.5	33.1
	3	93	54.7	61.6	94.7
	4	7	4.1	4.6	99.3
	Too much effort	1	.6	.7	100.0
	Total	151	88.8	100.0	
Missing	999	19	11.2		
Total		170	100.0		

Drunk Driving - Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	3.5	3.8	3.8
	3	18	10.6	11.3	15.1
	4	47	27.6	29.6	44.7
	Serious problem	88	51.8	55.3	100.0
	Total	159	93.5	100.0	
Missing	999	11	6.5		
Total		170	100.0		

Drunk Driving - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	12	7.1	7.9	7.9
	2	27	15.9	17.8	25.7
	3	78	45.9	51.3	77.0
	4	24	14.1	15.8	92.8
	Too much effort	11	6.5	7.2	100.0
	Total	152	89.4	100.0	
Missing	999	18	10.6		
Total		170	100.0		

Drug-impaired Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	2	1.2	1.3	1.3
	2	9	5.3	5.7	7.0
	3	30	17.6	19.0	25.9
	4	47	27.6	29.7	55.7
	Serious problem	70	41.2	44.3	100.0
	Total	158	92.9	100.0	
Missing	999	12	7.1		
Total		170	100.0		

2007 WSP Citizen Satisfaction Survey Report

Drug-impaired Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	9	5.3	5.9	5.9
	2	31	18.2	20.4	26.3
	3	89	52.4	58.6	84.9
	4	15	8.8	9.9	94.7
	Too much effort	8	4.7	5.3	100.0
	Total	152	89.4	100.0	
Missing	999	18	10.6		
Total		170	100.0		

Unsafe Vehicles (defective equipment)- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	6	3.5	3.8	3.8
	2	33	19.4	20.6	24.4
	3	61	35.9	38.1	62.5
	4	41	24.1	25.6	88.1
	Serious problem	19	11.2	11.9	100.0
	Total	160	94.1	100.0	
Missing	999	10	5.9		
Total		170	100.0		

Unsafe Vehicles (defective equipment)- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	12	7.1	7.8	7.8
	2	30	17.6	19.6	27.5
	3	92	54.1	60.1	87.6
	4	14	8.2	9.2	96.7
	Too much effort	5	2.9	3.3	100.0
	Total	153	90.0	100.0	
Missing	999	17	10.0		
Total		170	100.0		

Speed Violators- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	3	1.8	1.8	1.8
	2	11	6.5	6.7	8.6
	3	52	30.6	31.9	40.5
	4	52	30.6	31.9	72.4
	Serious problem	45	26.5	27.6	100.0
	Total	163	95.9	100.0	
Missing	999	7	4.1		
Total		170	100.0		

2007 WSP Citizen Satisfaction Survey Report

Speed Violators - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	11	6.5	7.0	7.0
	2	26	15.3	16.6	23.6
	3	86	50.6	54.8	78.3
	4	23	13.5	14.6	93.0
	Too much effort	11	6.5	7.0	100.0
	Total	157	92.4	100.0	
Missing	999	13	7.6		
Total		170	100.0		

Uninsured Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	3	1.8	1.9	1.9
	2	13	7.6	8.3	10.3
	3	43	25.3	27.6	37.8
	4	48	28.2	30.8	68.6
	Serious problem	49	28.8	31.4	100.0
	Total	156	91.8	100.0	
Missing	999	14	8.2		
Total		170	100.0		

Uninsured Drivers - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	24	14.1	16.1	16.1
	2	26	15.3	17.4	33.6
	3	87	51.2	58.4	91.9
	4	8	4.7	5.4	97.3
	Too much effort	4	2.4	2.7	100.0
	Total	149	87.6	100.0	
Missing	999	21	12.4		
Total		170	100.0		

Distracted Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	3	1.8	1.9	1.9
	2	9	5.3	5.6	7.5
	3	35	20.6	21.7	29.2
	4	62	36.5	38.5	67.7
	Serious problem	52	30.6	32.3	100.0
	Total	161	94.7	100.0	
Missing	999	9	5.3		
Total		170	100.0		

2007 WSP Citizen Satisfaction Survey Report

Distracted Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	17	10.0	11.2	11.2
	2	48	28.2	31.6	42.8
	3	72	42.4	47.4	90.1
	4	11	6.5	7.2	97.4
	Too much effort	4	2.4	2.6	100.0
	Total	152	89.4	100.0	
Missing	999	18	10.6		
Total		170	100.0		

Traffic Congestion- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	8	4.7	5.0	5.0
	2	15	8.8	9.3	14.3
	3	39	22.9	24.2	38.5
	4	31	18.2	19.3	57.8
	Serious problem	68	40.0	42.2	100.0
	Total	161	94.7	100.0	
Missing	999	9	5.3		
Total		170	100.0		

Traffic Congestion- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	18	10.6	12.0	12.0
	2	25	14.7	16.7	28.7
	3	91	53.5	60.7	89.3
	4	12	7.1	8.0	97.3
	Too much effort	4	2.4	2.7	100.0
	Total	150	88.2	100.0	
Missing	999	20	11.8		
Total		170	100.0		

Aggressive Driving- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	2	1.2	1.2	1.2
	2	12	7.1	7.4	8.6
	3	42	24.7	25.8	34.4
	4	52	30.6	31.9	66.3
	Serious problem	55	32.4	33.7	100.0
	Total	163	95.9	100.0	
Missing	999	7	4.1		
Total		170	100.0		

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Aggressive Driving- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	16	9.4	10.4	10.4
	2	43	25.3	27.9	38.3
	3	77	45.3	50.0	88.3
	4	13	7.6	8.4	96.8
	Too much effort	5	2.9	3.2	100.0
	Total	154	90.6	100.0	
Missing	999	16	9.4		
Total		170	100.0		

Road Rage (violent responses) - Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	6	3.5	3.8	3.8
	2	20	11.8	12.6	16.4
	3	53	31.2	33.3	49.7
	4	34	20.0	21.4	71.1
	Serious problem	46	27.1	28.9	100.0
	Total	159	93.5	100.0	
Missing	999	11	6.5		
Total		170	100.0		

Road Rage (violent responses) - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	15	8.8	10.0	10.0
	2	26	15.3	17.3	27.3
	3	95	55.9	63.3	90.7
	4	10	5.9	6.7	97.3
	Too much effort	4	2.4	2.7	100.0
	Total	150	88.2	100.0	
Missing	999	20	11.8		
Total		170	100.0		

Reckless/Unsafe Car Drivers- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	4	2.4	2.5	2.5
	2	10	5.9	6.2	8.6
	3	46	27.1	28.4	37.0
	4	58	34.1	35.8	72.8
	Serious problem	44	25.9	27.2	100.0
	Total	162	95.3	100.0	
Missing	999	8	4.7		
Total		170	100.0		

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Reckless/Unsafe Car Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	18	10.6	11.8	11.8
	2	31	18.2	20.4	32.2
	3	86	50.6	56.6	88.8
	4	11	6.5	7.2	96.1
	Too much effort	6	3.5	3.9	100.0
	Total	152	89.4	100.0	
Missing	999	18	10.6		
Total		170	100.0		

Reckless/Unsafe Truck Drivers-Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	11	6.5	6.9	6.9
	2	26	15.3	16.3	23.1
	3	44	25.9	27.5	50.6
	4	42	24.7	26.3	76.9
	Serious problem	37	21.8	23.1	100.0
	Total	160	94.1	100.0	
Missing	999	10	5.9		
Total		170	100.0		

Reckless/Unsafe Truck Drivers- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	14	8.2	9.3	9.3
	2	27	15.9	17.9	27.2
	3	93	54.7	61.6	88.7
	4	11	6.5	7.3	96.0
	Too much effort	6	3.5	4.0	100.0
	Total	151	88.8	100.0	
Missing	999	19	11.2		
Total		170	100.0		

Reckless/Unsafe Motorcycle Riders- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	12	7.1	7.4	7.4
	2	36	21.2	22.2	29.6
	3	50	29.4	30.9	60.5
	4	38	22.4	23.5	84.0
	Serious problem	26	15.3	16.0	100.0
	Total	162	95.3	100.0	
Missing	999	8	4.7		
Total		170	100.0		

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Reckless/Unsafe Motorcycle Riders- WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough effort	14	8.2	9.3	9.3
	2	23	13.5	15.3	24.7
	3	96	56.5	64.0	88.7
	4	12	7.1	8.0	96.7
	Too much effort	5	2.9	3.3	100.0
	Total	150	88.2	100.0	
Missing	999	20	11.8		
Total		170	100.0		

Other Problem, respondent defined

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	999	144	84.7	84.7	84.7
	Age retest over 75	1	.6	.6	85.3
	All other traffic violations	1	.6	.6	85.9
	Blocking passing lane	1	.6	.6	86.5
	Car pool lanes enforcement freeway	1	.6	.6	87.1
	Canadian. trucks	1	.6	.6	87.6
	cell phone users	1	.6	.6	88.2
	Cell phones	1	.6	.6	88.8
	Drivers that sit in the passing lane and won't get over	1	.6	.6	89.4
	Driving under 55mph	1	.6	.6	90.0
	Expired tabs	1	.6	.6	90.6
	Failure to signal	2	1.2	1.2	91.8
	Following too close	1	.6	.6	92.4
	Lack of ability to drive	1	.6	.6	92.9
	Littering	1	.6	.6	93.5
	Police activity on road during rush hours	1	.6	.6	94.1
	Red light running	1	.6	.6	94.7
	Running red/amber lights specifically	1	.6	.6	95.3
	Slow drivers impeding traffic	1	.6	.6	95.9
	Tailgating	1	.6	.6	96.5
	Tailgaters and unsafe passers!	1	.6	.6	97.1
	Too much ticket emphasis	1	.6	.6	97.6
	Traffic congestion from events	1	.6	.6	98.2
	Unsafe bike	1	.6	.6	98.8

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riders				
WSP Troopers	1	.6	.6	99.4
having a bad day				
Youth	1	.6	.6	100.0
Total				
	170	100.0	100.0	

Other problem coded

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cell phones	2	1.2	14.3	14.3
	Slow drivers	4	2.4	28.6	42.9
	Semis	1	.6	7.1	50.0
	Aggressive				
	Driving	7	4.1	50.0	100.0
	Total	14	8.2	100.0	
Missing	System	156	91.8		
Total		170	100.0		

Other- Seriousness of problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No problem	1	.6	4.2	4.2
	2	2	1.2	8.3	12.5
	3	1	.6	4.2	16.7
	4	3	1.8	12.5	29.2
	Serious				
	problem	17	10.0	70.8	100.0
	Total	24	14.1	100.0	
Missing	999	146	85.9		
Total		170	100.0		

Other - WSP effort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enough				
	effort	13	7.6	52.0	52.0
	2	7	4.1	28.0	80.0
	Just about the				
	right amount of	3	1.8	12.0	92.0
	effort				
	Too much effort	2	1.2	8.0	100.0
	Total	25	14.7	100.0	
Missing	999	145	85.3		
Total		170	100.0		

Section 4: Attitudes Concerning Racial Profiling (Biased Policing)

Do you believe that troopers in the Washington State Patrol engage in this practice when they decide to stop drivers?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	52	30.6	35.4	35.4
	No	95	55.9	64.6	100.0
	Total	147	86.5	100.0	
Missing	999	23	13.5		
Total		170	100.0		

If you answered "yes" above, how widespread do you think this practice is within the WSP?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Widespread	12	7.1	21.1	21.1
	A few troopers do this	30	17.6	52.6	73.7
	Very few, if any, troopers do this	15	8.8	26.3	100.0
	Total	57	33.5	100.0	
Missing	999	113	66.5		
Total		170	100.0		

Section 5: Demographic Data

Age-- 4 categories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 21	1	.6	.6	.6
	21-39	27	15.9	16.4	17.0
	40-64	107	62.9	64.8	81.8
	65+	30	17.6	18.2	100.0
	Total	165	97.1	100.0	
Missing	System	5	2.9		
Total		170	100.0		

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	96	56.5	58.5	58.5
	Female	68	40.0	41.5	100.0
	Total	164	96.5	100.0	
Missing	999	6	3.5		
Total		170	100.0		

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Education level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Grade School	1	.6	.6	.6
	Some high school	1	.6	.6	1.2
	High school graduate	17	10.0	10.4	11.6
	Some college or trade school	74	43.5	45.1	56.7
	College graduate	34	20.0	20.7	77.4
	Advanced degree	37	21.8	22.6	100.0
	Total	164	96.5	100.0	
Missing	999	6	3.5		
Total		170	100.0		

Ethnic background - Latino

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	3.5	3.6	3.6
	No	160	94.1	96.4	100.0
	Total	166	97.6	100.0	
Missing	999	4	2.4		
Total		170	100.0		

Ethnic background - White

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	144	84.7	86.7	86.7
	No	22	12.9	13.3	100.0
	Total	166	97.6	100.0	
Missing	999	4	2.4		
Total		170	100.0		

Ethnic background - African American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	1.8	1.8	1.8
	No	163	95.9	98.2	100.0
	Total	166	97.6	100.0	
Missing	999	4	2.4		
Total		170	100.0		

Ethnic background - Native American

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	2.4	2.4	2.4
	No	162	95.3	97.6	100.0
	Total	166	97.6	100.0	
Missing	999	4	2.4		
Total		170	100.0		

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Ethnic background - Asian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	2.4	2.4	2.4
	No	162	95.3	97.6	100.0
	Total	166	97.6	100.0	
Missing	999	4	2.4		
Total		170	100.0		

Ethnic background - Pacific Islander

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	1.8	1.8	1.8
	No	163	95.9	98.2	100.0
	Total	166	97.6	100.0	
Missing	999	4	2.4		
Total		170	100.0		

Ethnic background - East Indian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.6	.6	.6
	No	165	97.1	99.4	100.0
	Total	166	97.6	100.0	
Missing	999	4	2.4		
Total		170	100.0		

Ethnic background - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	6	3.5	3.6	3.6
	No	160	94.1	96.4	100.0
	Total	166	97.6	100.0	
Missing	999	4	2.4		
Total		170	100.0		

Other Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	999	163	95.9	95.9	95.9
	Black	1	.6	.6	96.5
	Black/White/Na tive American	1	.6	.6	97.1
	Content of character matters more	1	.6	.6	97.6
	Hispanic White	1	.6	.6	98.2
	Black Asian	1	.6	.6	98.8
	Mexican	1	.6	.6	99.4
	Polish	1	.6	.6	99.9
	American	1	.6	.6	100.0
	White/Hispanic	1	.6	.6	100.0
	Total	170	100.0	100.0	

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White or nonwhite

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	144	84.7	87.3	87.3
	Nonwhite	21	12.4	12.7	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

Did you vote in the last general election (2006)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	132	77.6	81.0	81.0
	No	31	18.2	19.0	100.0
	Total	163	95.9	100.0	
Missing	999	7	4.1		
Total		170	100.0		

What is your primary occupation? Retired

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	32	18.8	19.4	19.4
	No	133	78.2	80.6	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

What is your primary occupation? Farmer, Rancher, etc.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	1.2	1.2	1.2
	No	163	95.9	98.8	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

What is your primary occupation? Professional (lawyer, accountant, doctor, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	21.8	22.4	22.4
	No	128	75.3	77.6	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

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What is your primary occupation? Business owner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	12.9	13.3	13.3
	No	143	84.1	86.7	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

What is your primary occupation? Manual Worker (blue collar, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	15.3	15.8	15.8
	No	139	81.8	84.2	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

What is your primary occupation? White Collar (officer worker, staff, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	12.9	13.3	13.3
	No	143	84.1	86.7	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

What is your primary occupation? Executive (management, director, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	6.5	6.7	6.7
	No	154	90.6	93.3	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

What is your primary occupation? Homemaker

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	7.1	7.3	7.3
	No	153	90.0	92.7	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

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What is your primary occupation? Student

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	4.1	4.2	4.2
	No	158	92.9	95.8	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

What is your primary occupation? Unemployed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	4.7	4.8	4.8
	No	157	92.4	95.2	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

What is your primary occupation? Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	25	14.7	15.2	15.2
	No	140	82.4	84.8	100.0
	Total	165	97.1	100.0	
Missing	999	5	2.9		
Total		170	100.0		

Other occupation response

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	999	143	84.1	84.1	84.1
	Aircraft	1	.6	.6	84.7
	Bus driver	1	.6	.6	85.3
	Buyer	1	.6	.6	85.9
	Carpenter	1	.6	.6	86.5
	CNA	1	.6	.6	87.1
	Commercial truck driver	1	.6	.6	87.6
	Courier	1	.6	.6	88.2
	English	1	.6	.6	88.8
	Firefighter/EMT	1	.6	.6	89.4
	Individual provider	1	.6	.6	90.0
	Injured in accident unable to work	1	.6	.6	90.6
	Lab tech	1	.6	.6	91.2

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Merchant marine	1	.6	.6	91.8
Minister	1	.6	.6	92.4
Property manager	1	.6	.6	92.9
Public safety	1	.6	.6	93.5
Ret.	1	.6	.6	94.1
Retired	4	2.4	2.4	96.5
Sales	1	.6	.6	97.1
Science/research	1	.6	.6	97.6
Teacher	1	.6	.6	98.2
Truck driver	1	.6	.6	98.8
US Army	1	.6	.6	99.4
US Coast Guard	1	.6	.6	100.0
Total	170	100.0	100.0	

Please indicate your approximate family income before taxes in 2006.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$10,000	4	2.4	2.6	2.6
	\$10,001-\$25,000	11	6.5	7.2	9.8
	\$25,001-\$40,000	18	10.6	11.8	21.6
	\$40,001-\$55,000	29	17.1	19.0	40.5
	\$55,001-\$70,000	31	18.2	20.3	60.8
	\$70,001-\$95,000	35	20.6	22.9	83.7
	More than \$95,001	25	14.7	16.3	100.0
	Total	153	90.0	100.0	
Missing	999	17	10.0		
Total		170	100.0		

How would you rank the level of confidence you have in: Local Schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	12	7.1	7.5	7.5
	2	15	8.8	9.3	16.8
	3	27	15.9	16.8	33.5
	4	32	18.8	19.9	53.4
	5	38	22.4	23.6	77.0
	6	29	17.1	18.0	95.0
	Great confidence	8	4.7	5.0	100.0
	Total	161	94.7	100.0	
Missing	999	9	5.3		
Total		170	100.0		

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How would you rank the level of confidence you have in: Local Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	8	4.7	5.0	5.0
	2	19	11.2	11.9	16.9
	3	34	20.0	21.3	38.1
	4	50	29.4	31.3	69.4
	5	35	20.6	21.9	91.3
	6	11	6.5	6.9	98.1
	Great confidence	3	1.8	1.9	100.0
	Total	160	94.1	100.0	
Missing	999	10	5.9		
Total		170	100.0		

How would you rank the level of confidence you have in: County Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	9	5.3	5.6	5.6
	2	23	13.5	14.3	19.9
	3	38	22.4	23.6	43.5
	4	51	30.0	31.7	75.2
	5	28	16.5	17.4	92.5
	6	11	6.5	6.8	99.4
	Great confidence	1	.6	.6	100.0
	Total	161	94.7	100.0	
Missing	999	9	5.3		
Total		170	100.0		

How would you rank the level of confidence you have in: State Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	16	9.4	10.0	10.0
	2	14	8.2	8.8	18.8
	3	34	20.0	21.3	40.0
	4	46	27.1	28.8	68.8
	5	30	17.6	18.8	87.5
	6	19	11.2	11.9	99.4
	Great confidence	1	.6	.6	100.0
	Total	160	94.1	100.0	
Missing	999	10	5.9		
Total		170	100.0		

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How would you rank the level of confidence you have in: City Law Enforcement Agencies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	8	4.7	5.0	5.0
	2	9	5.3	5.6	10.6
	3	18	10.6	11.3	21.9
	4	41	24.1	25.6	47.5
	5	55	32.4	34.4	81.9
	6	26	15.3	16.3	98.1
	Great confidence	3	1.8	1.9	100.0
	Total	160	94.1	100.0	
Missing	999	10	5.9		
Total		170	100.0		

How would you rank the level of confidence you have in: County Law Enforcement Agencies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	7	4.1	4.3	4.3
	2	6	3.5	3.7	8.1
	3	22	12.9	13.7	21.7
	4	46	27.1	28.6	50.3
	5	45	26.5	28.0	78.3
	6	30	17.6	18.6	96.9
	Great confidence	5	2.9	3.1	100.0
	Total	161	94.7	100.0	
Missing	999	9	5.3		
Total		170	100.0		

How would you rank the level of confidence you have in: Washington State Patrol

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Little confidence	5	2.9	3.1	3.1
	2	4	2.4	2.5	5.6
	3	9	5.3	5.6	11.3
	4	35	20.6	21.9	33.1
	5	43	25.3	26.9	60.0
	6	48	28.2	30.0	90.0
	Great confidence	16	9.4	10.0	100.0
	Total	160	94.1	100.0	
Missing	999	10	5.9		
Total		170	100.0		

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In the area of general outlook on life, please place yourself on the following five point scales- TRUSTING OTHERS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Most people can be trusted	17	10.0	10.4	10.4
	2	80	47.1	48.8	59.1
	Undecided	22	12.9	13.4	72.6
	4	38	22.4	23.2	95.7
	Can't be too careful in dealing with people	7	4.1	4.3	100.0
	Total	164	96.5	100.0	
Missing	999	6	3.5		
Total		170	100.0		

In the area of general outlook on life, please place yourself on the following five point scales- HONESTY OF OTHERS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Most people are honest	17	10.0	10.4	10.4
	2	88	51.8	53.7	64.0
	Undecided	32	18.8	19.5	83.5
	4	24	14.1	14.6	98.2
	People are always cheating to get ahead	3	1.8	1.8	100.0
	Total	164	96.5	100.0	
Missing	999	6	3.5		
Total		170	100.0		

Would you be interested in taking part in a Town hall Meeting hosted by the Washington State Patrol detachment in your area if one is held in the next six months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very interested in being invited	18	10.6	11.1	11.1
	Somewhat interested in being invited	38	22.4	23.5	34.6
	Not interested in being invited	106	62.4	65.4	100.0
	Total	162	95.3	100.0	
Missing	999	8	4.7		
Total		170	100.0		

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Additional comments on the survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Comment	46	27.1	27.4	27.4
	No comment	122	71.8	72.6	100.0
	Total	168	98.8	100.0	
Missing	999	2	1.2		
Total		170	100.0		

Please indicate if you would like summary results of this survey.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	38	22.4	22.5	22.5
	No	131	77.1	77.5	100.0
	Total	169	99.4	100.0	
Missing	999	1	.6		
Total		170	100.0		

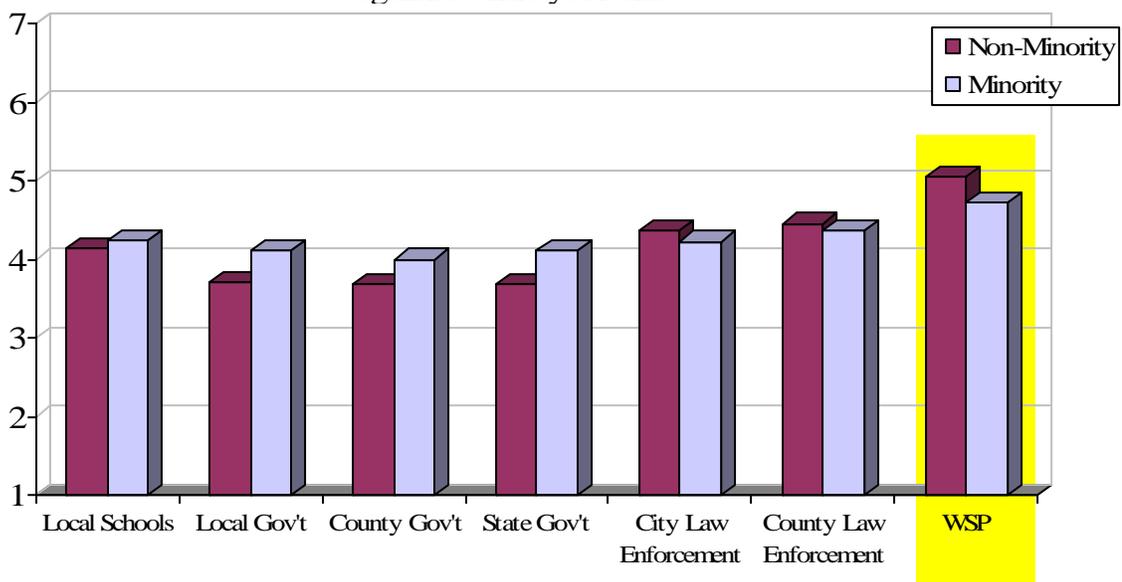
ADDENDUM: Comparative Public Institutional Trust Ratings and Follow-up Search Findings

During a presentation of preliminary findings from the citizen survey to members of the WSP command staff, strong interest was expressed in findings relating to the relative levels of trust held in the Washington State Patrol vis-à-vis other public institutions in the state. The following two tables provide those findings for minority and non-minority citizens, and for subgroups of survey respondents – the random sample respondents, the sanctioned sub-sample, and the sub-sample of drivers to whom assistance was rendered.

In the comparison of minority and non-minority citizens it is clear that the WSP is the **highest-rated public institution by both minority and non-minority citizens**. That rating is made for comparisons to local schools, local government, county government, state government, city law enforcement and county law enforcement.

Level of Confidence in Public Agencies

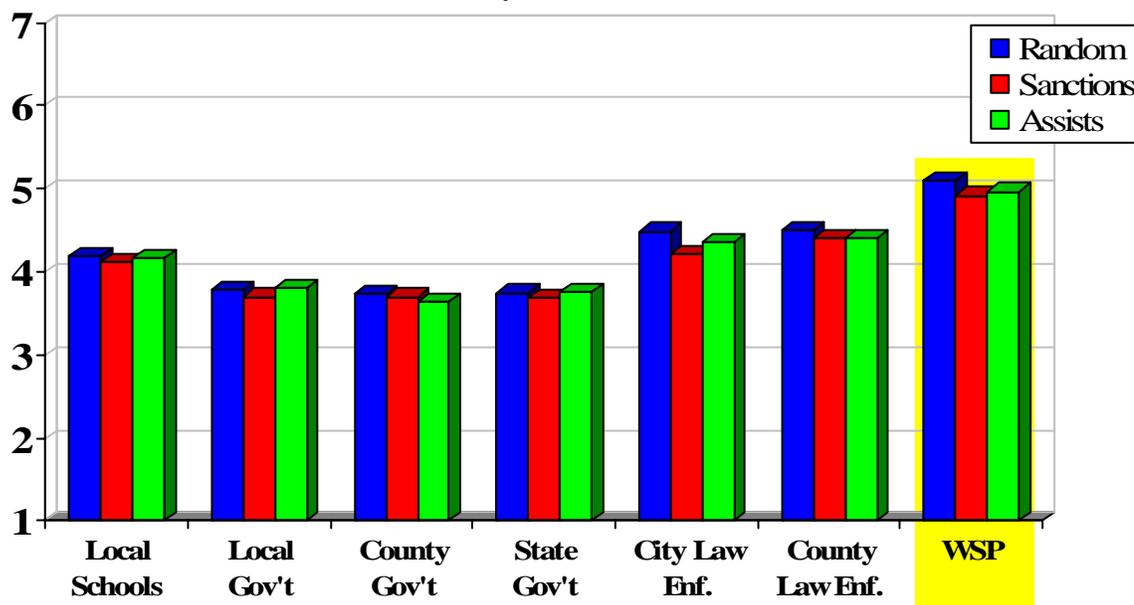
Question: “What would you rank the level of confidence you have in each of the following public agencies where you reside?”



This same pattern of comparative supremacy is apparent across all of the three subgroups analyzed in this report. Whether it be the random sample households, the drivers from the sanctions sub-sample, or the motorists who have been rendered assistance the relative ratings of confidence held in public institutions shows the WSP to be the highest rated agency.

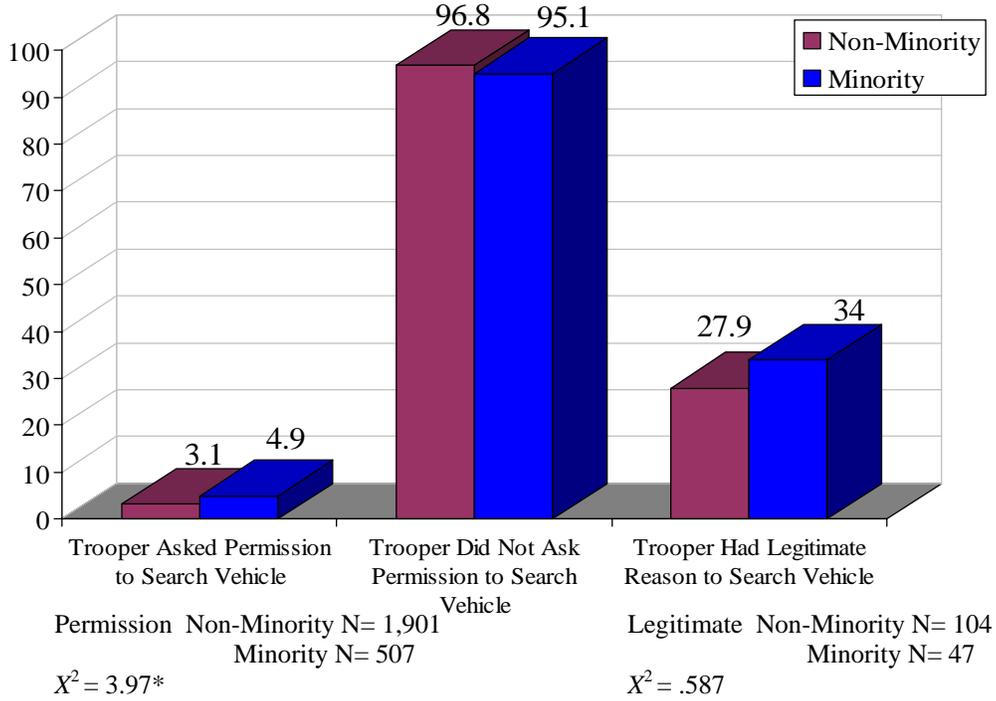
Level of Confidence in Public Agencies

Question: "What would you rank the level of confidence you have in each of the following public agencies where you reside?"

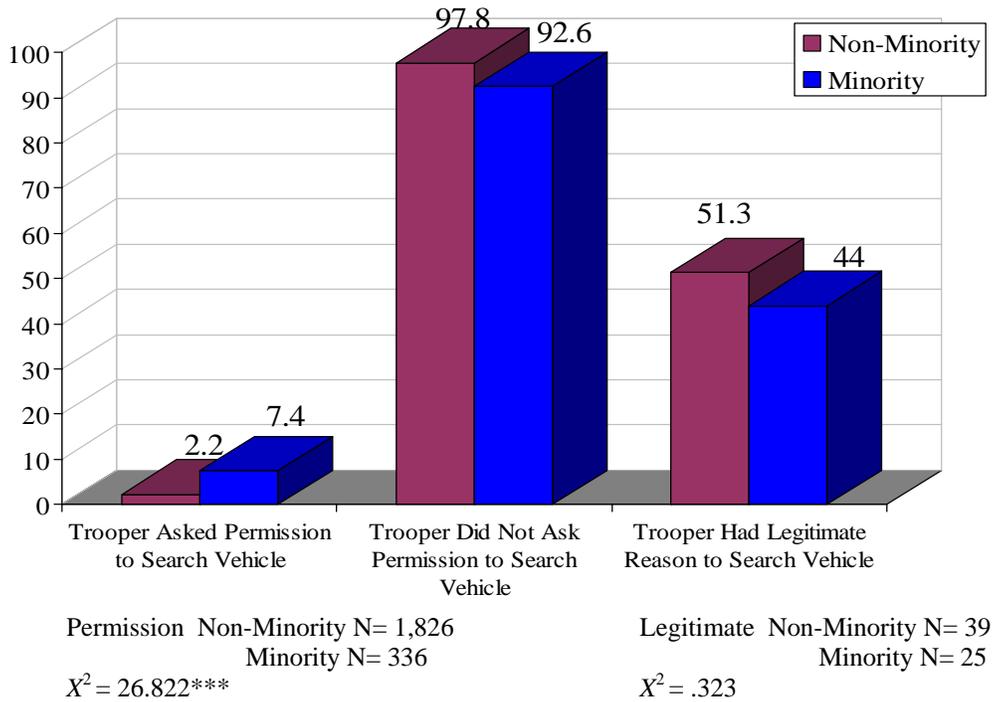


In addition to requesting the inclusion of these graphics in the final report, it was also noted that it would be important to update the final report with the data on searches collected in a special fourth wave mailing just prior to the preparation of the preliminary report. In this regard, comparisons between 2003 and 2007 survey results were of particular interest with respect to vehicle searches and searches of persons. The following four graphs display these 2003-2007 comparisons for minority and non-minority survey respondents.

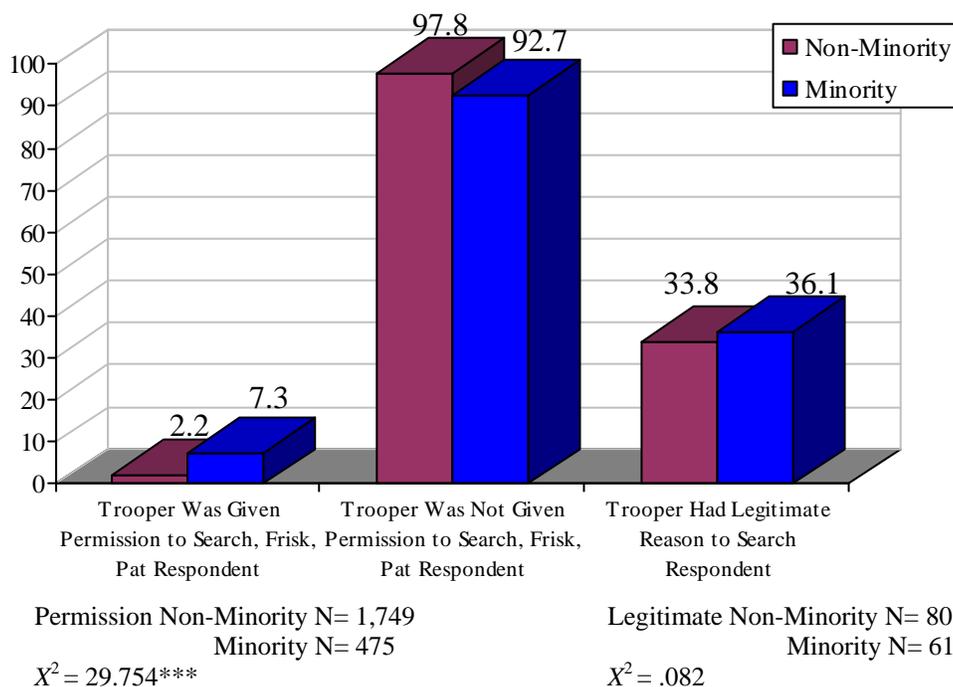
Non-Minority vs. Minority Vehicle Searches 2003



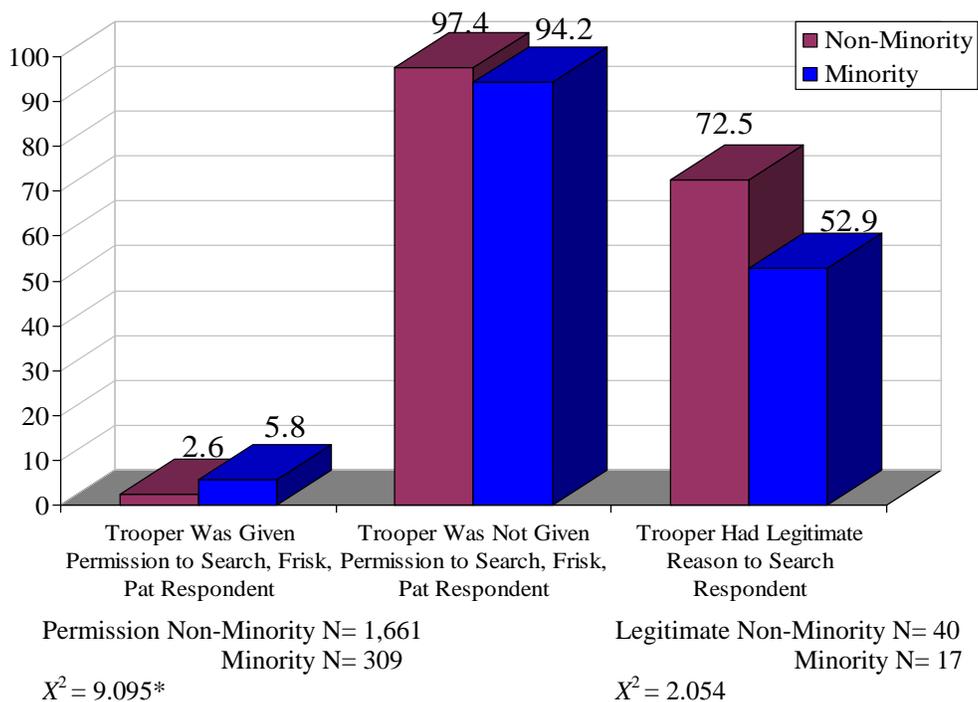
Non-Minority vs. Minority Vehicle Searches 2007



Non-Minority vs. Minority Personal Searches 2003



Non-Minority vs. Minority Personal Searches 2007



Minority motorists were more likely than their non-minority counterparts to feel troopers had legitimate reason for the searches to which they were subjected in 2003, but the direction of this difference was reversed in 2007. While this difference shows up on the graphs, the conclusion that a “real” difference exists in the 2007 data cannot be confirmed by statistical tests (see Table 1). None of the four chi-square tests calculated for minority/non-minority differences was significant at the customary .05 level (95% confidence level) indicating that citizen perceptions of troopers were not statistically different between these groups either in 2003 or 2007.

Table 1. 2003 and 2007 legitimate reason to search by Race

	2003			2007		
	Non-Minority	Minority	X^2	Non-Minority	Minority	X^2
Did trooper have a legitimate reason to search the vehicle?						
Yes	29 27.90%	16 34.00%	0.587	20 51.30%	11 44.00%	0.323
No	75 72.10%	31 66.00%		19 48.70%	14 56.00%	
Did trooper have a legitimate reason to search respondent?						
Yes	27 33.80%	22 36.10%	0.082	29 72.50%	9 52.90%	2.054
No	53 66.30%	39 63.90%		11 27.50%	8 47.10%	

* $P < .05$; ** $P < .01$ *** $P < .001$

A firm conclusion still cannot be drawn because on this question because the fourth wave data collection only brought 55 more observations, and only 5 more searched drivers were added into this analysis. For better results in the future, it will be necessary to draw samples for surveys using driver’s license numbers instead of vehicle plates in order to gather more respondents with a recent search experience.