



**OUR FAMILY
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YOURS** SINCE 1935

COLORADO STATE

PUBLIC OPINION SURVEY 2022

This report was written and prepared by

Org**Vitality**



MESSAGE FROM THE CHIEF

Dear Colorado State Patrol Members,

The Colorado State Patrol (CSP) is dedicated to making Colorado a safe place to live, work, and play. It is extremely important that we not only serve our communities across Colorado but also give individuals an opportunity to provide feedback on how well we accomplish our goals. Recently, the CSP conducted a public opinion survey that focused on customer attitudes and opinions related to safety, performance, service, community policing, and trust.

The survey is an opportunity to get feedback from the public and evaluate how we provide services to our communities. Now, more than ever, we must listen and consider these results. We received more than 2,110 responses, and I am humbled by the professionalism and dedication of our members.

Some noteworthy results include continued positive responses on professionalism and fairness. Most respondents were contacted about traffic violations. Those who were contacted by a trooper rated being treated respectfully higher than in 2022 than 2020. Additionally, those who have more exposure to CSP through social media or community events, especially safety presentations, special events, and career fairs, perceive that CSP had a greater impact and presence in the community than those with less interaction. These results suggest that increasing community interactions with CSP will improve public perceptions over time.

As an agency, we will continue to review survey results and implement proactive actions throughout our communities.

Thank you for your service to Colorado.

Sincerely,

Colonel Matthew C. Packard
Chief, Colorado State Patrol



INTRODUCTION

The mission of the Colorado State Patrol (CSP) is to ensure a safe and secure environment for all persons utilizing the strengths of our members to provide professional law enforcement services that reflect our Core Values of Honor, Duty and Respect. In order to measure the success in accomplishing our mission, the CSP surveys the public every two calendar years to collect feedback on the Patrol's ability to provide public safety services.

The objective of the 2022 Colorado State Patrol Public Opinion Survey was to conduct a survey of consumer attitudes and opinions related to; safety, performance, service, community policing and trust. Through a comprehensive review of the broad pillars of the 21st century policing report and the Colorado State Patrol's Strategic Plan, a survey composed of core agreement items, demographic questions, open ended questions and eight interaction based survey modules was created.

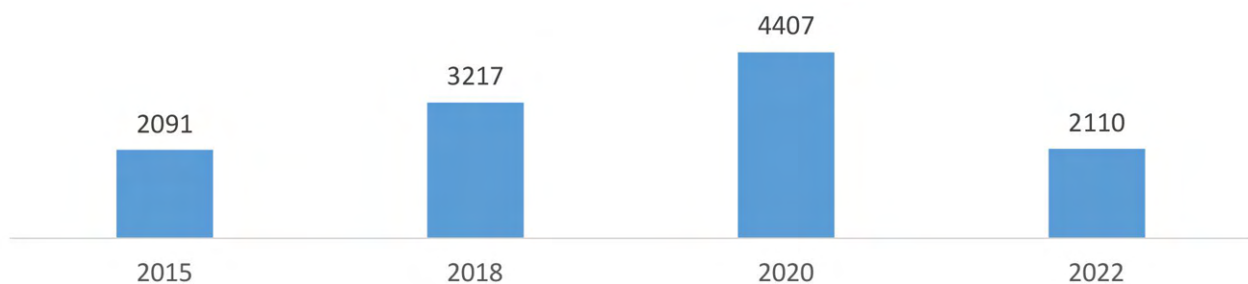
These eight modules are: contact initiated by a trooper, community engagement event, involved in or witnessed a traffic crash, visited a port of entry, roadside assistance, called CSP, other and don't know/no interactions. Survey responders were prompted to select all interactions or modules they were personally involved in. Depending on which modules were selected different survey items would appear to the respondent.

Additionally, each respondent answered questions on traffic and safety. For a detailed view of the survey, please refer to Appendix A. Overall, the results from the survey provide a useful platform for organizational learning and change for the Colorado State Patrol in relation to public service.

SURVEY APPROACH

Survey Open: October 3 - October 31, 2022

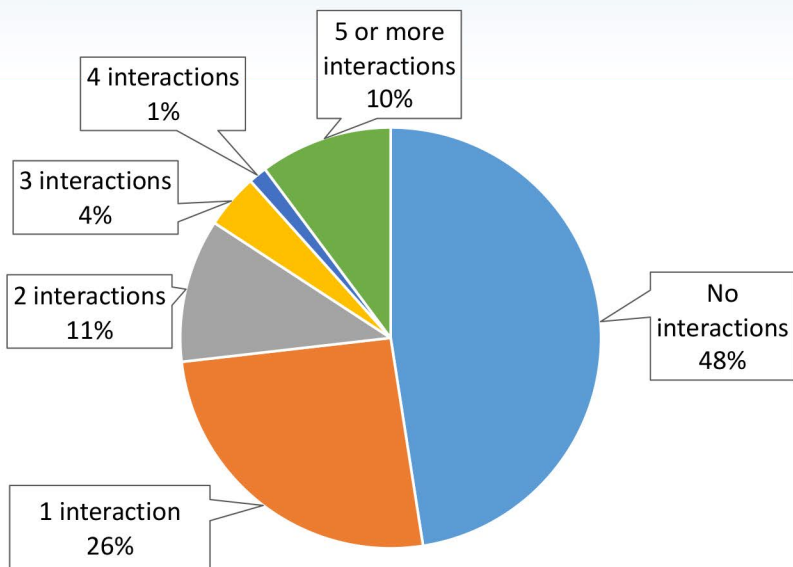
- Available via internet in English and Spanish
- Distributed via four specific links
- Public notified via contact cards, press releases, social media, etc.
- All respondents asked about professionalism, safety, fairness, demographics
- Respondents then chose additional topics (types of interactions) to provide feedback on
- Survey response declined since last cycle



WHO DID WE HEAR FROM?

2110 INDIVIDUALS!

Interactions with CSP in past two years



Kinds of Interactions Reported	2022		2020	
	N	%	N	%
Contacted by Trooper	425	27%	1141	26%
Other	373	24%	1107	25%
Community Engagement Event	295	19%	865	20%
Dialed Colorado State Patrol	291	19%	899	20%
Involved in/Witnessed Traffic Crash	214	14%	697	16%
Roadside Assistance	135	9%	472	11%
Visited a Port of Entry	134	9%	351	8%

Percentages may total > 100% where can check all that apply.

Percentages may total < 100% where respondents skipped item.

2110 TOTAL RESPONDENTS

Self Reported Demographic	2022		2020	
	N	%	N	%
Colorado Resident	1376	92%	4190	95%
First Responder	169	11%	451	10%
Commercial Motor Vehicle Operator	134	9%	479	11%
Other	53	4%	192	4%
Visitor/Tourist	52	3%	106	2%
Partner, School or Non-Profit Organization	36	2%	200	5%
Male	988	68%	2597	59%
Female	400	28%	1594	36%
Decline to Answer/Other Gender	56	4%	101	2%
White/Caucasian	1091	82%	3397	77%
Hispanic or Latino	101	8%	260	6%
Other	58	4%	127	3%
Multi-Racial	29	2%	81	2%
Native American	19	1%	40	1%
African-American	15	1%	34	1%
Asian or Pacific Islander	10	1%	23	1%

Percentages may total > 100% where can check all that apply. Percentages may total < 100% where respondents skipped item.



GENERAL SURVEY FINDINGS

Overall, the survey sample provided opinions of respondents with varied experiences with the Colorado State Patrol. The below statements describe the major findings for each interaction type.

Community Engagement Event

Those who attend events are especially positive about CSP impact and connection – especially those at safety presentations, special events, and career fairs. Comments suggest more events in schools and interacting with the community more often generally would be helpful.

Career with CSP

Sixty-eight respondents are interested in a career with CSP. These respondents are more positive than others on community engagement/connection, but very similar on CSP's mission.

Contacted by Trooper

Scores are positive on clear communication and being treated respectfully. In fact these items went up in score. Most were contacted for a traffic violation and received a warning.

Visited POE

Scores are positive on clear communication and clearance times. Most visited for port clearance or inspections.

Involved in Crash

Scores are moderate on clear communication of what to do next, but low on safety overall.

Dialed CSP

Those who dialed CSP rate professionalism and helpfulness of Comms Officers generally positively. Those reporting unsafe road conditions are lowest.

Roadside Assistance

Safety scores declined since 2020. Recipients of roadside assistance positively evaluated professionalism and moderately scored listening.

Other

'Other' interactions generally come from those who work with CSP or witness them in the community – these tend to be positive interactions.

WHAT DID THEY SAY?

Across Topics

- Scores are strong on areas of professionalism and treating all people fairly under the law; moderate in achieving the mission of protecting lives and enforcing the law, and fair in areas of connecting with the community.
- Across topics, scores have declined an average of eight pts from 2020, 14 pts from 2018, and 18 pts from 2015. Declines are relatively evenly distributed across sample groups.
- The sample is mostly proportional to prior years, though there are proportionally more male and white respondents.
- Questions on community – adapting to the current climate, as well as citizens feeling listened to, understood have room to improve. The more respondents are familiar with CSP, whether through direct interactions or social media, the more positive they are. This is consistent from 2020.
- Minority groups have declined on community based items, though with very small N sizes, overall sentiment is difficult to distinguish.
- People of other gender identity, those who never attended community events, those who were involved in a crash, and various counties were most negative across items.
- Tourists tended to be among the most positive across items.

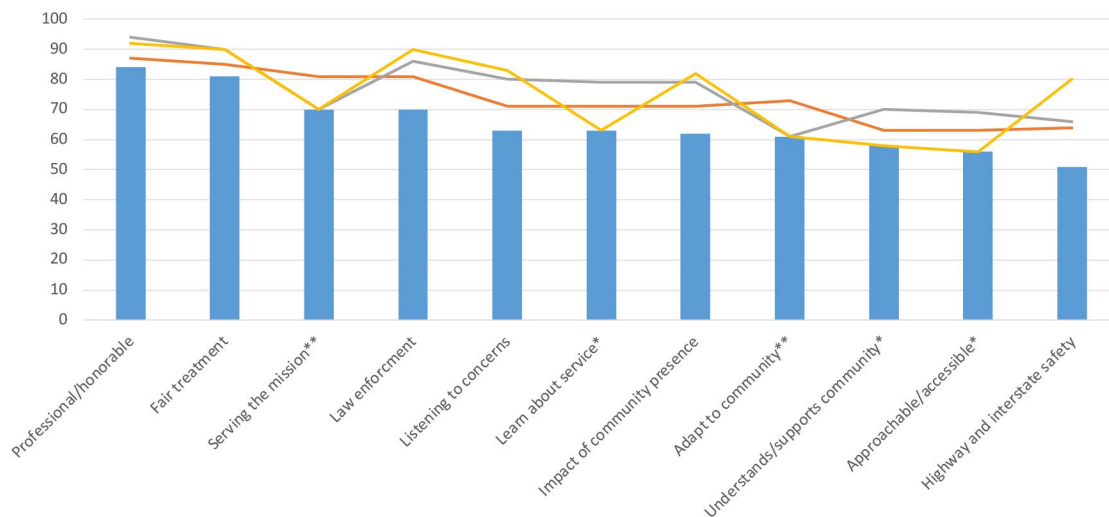
RESULTS OVERVIEW

CORE ITEMS

	% Fav	Vs. 2020	Vs. 2018	Vs. 2015
How satisfied are you with the Colorado State Patrol acting in a professional and honorable manner?	84	-3	-10	-8
How would you rate the Colorado State Patrol on treating everyone fairly under the law?	81	-4	-9	-9
How would you rate the Colorado State Patrol on serving their mission of protecting lives on Colorado's roadways?	70	-11	--	--
How would you rate the Colorado State Patrol on enforcing the law ?	70	-11	-16	-20
How would you rate the Colorado State Patrol on listening to your concerns ?	63	-8	-17	-20
Through interactions with the Colorado State Patrol, I learn more about how they work to serve my community .	63	-8	-16	--
How would you rate the impact of the State Patrol's presence in the community (e.g. at schools, community events, education programs, on social media, etc.)	62	-9	-17	-20
How would you rate the Colorado State Patrol on adapting to current needs and concerns of the community ?	61	-12	--	--
To what extent do members of the Colorado State Patrol demonstrate understanding and support members of the community like you?	58	-5	-12	--
To what extent are members of the Colorado State Patrol approachable and accessible to members of the community like you?	56	-7	-13	--
Considering everything, how would you rate Colorado's highways and interstates ?	51	-13	-15	-29

Professionalism and fairness are high, connecting with the community is lower than previous years.

RESPONSE TRENDS SINCE 2015



* = item not included in 2015

** = item not included in 2015 and 2018

■ % Fav — Vs. 2020 — Vs. 2018 — Vs. 2015

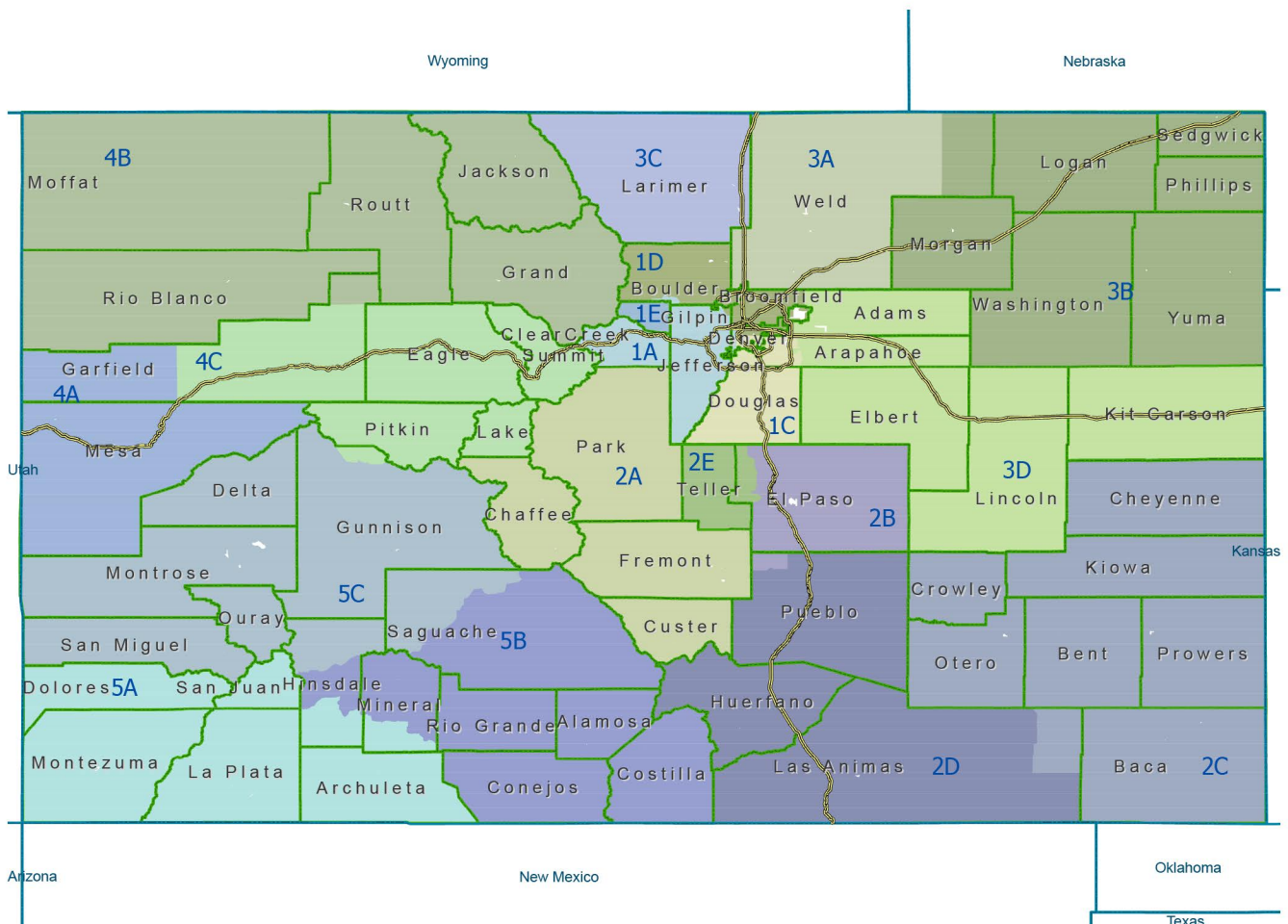
OPINIONS BY TROOP COVERAGE

	N
Troop 4A	73
Troop 4C	71
Troop 5A	33
Troop 1D*	96
Troop 3C*	77
Troop 1C	63
Troop 2E	20

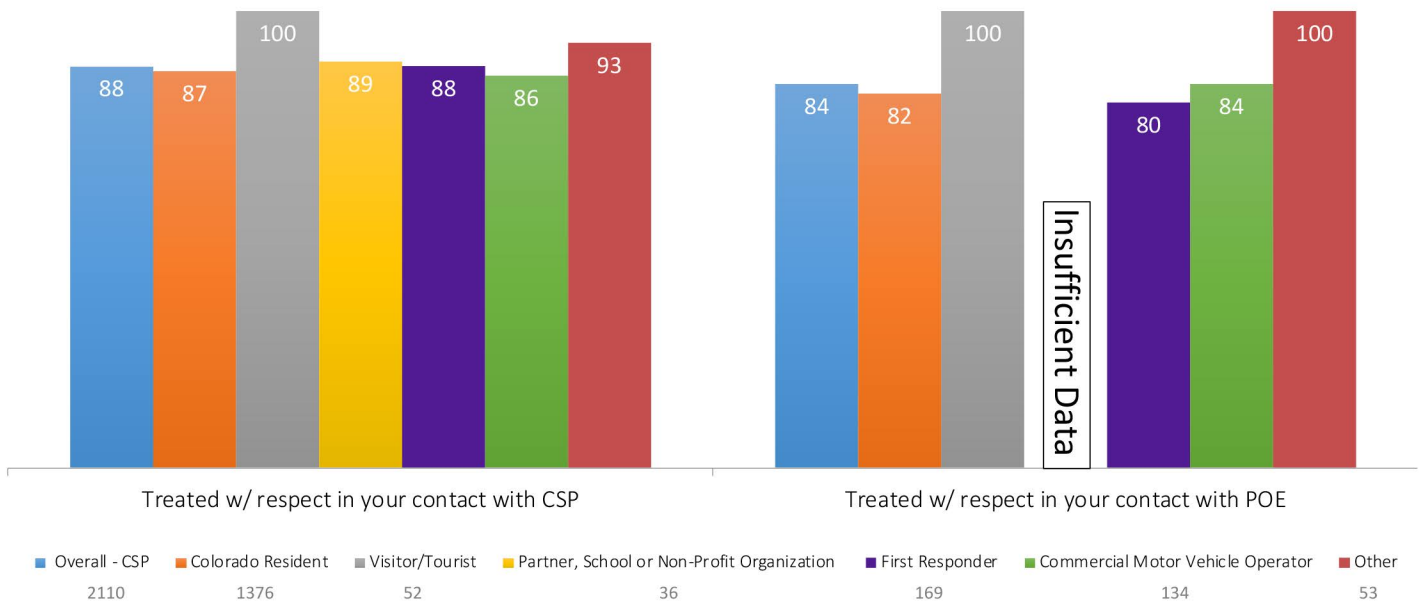
* = Major metropolitan area

Red = growth area

Green = strength area

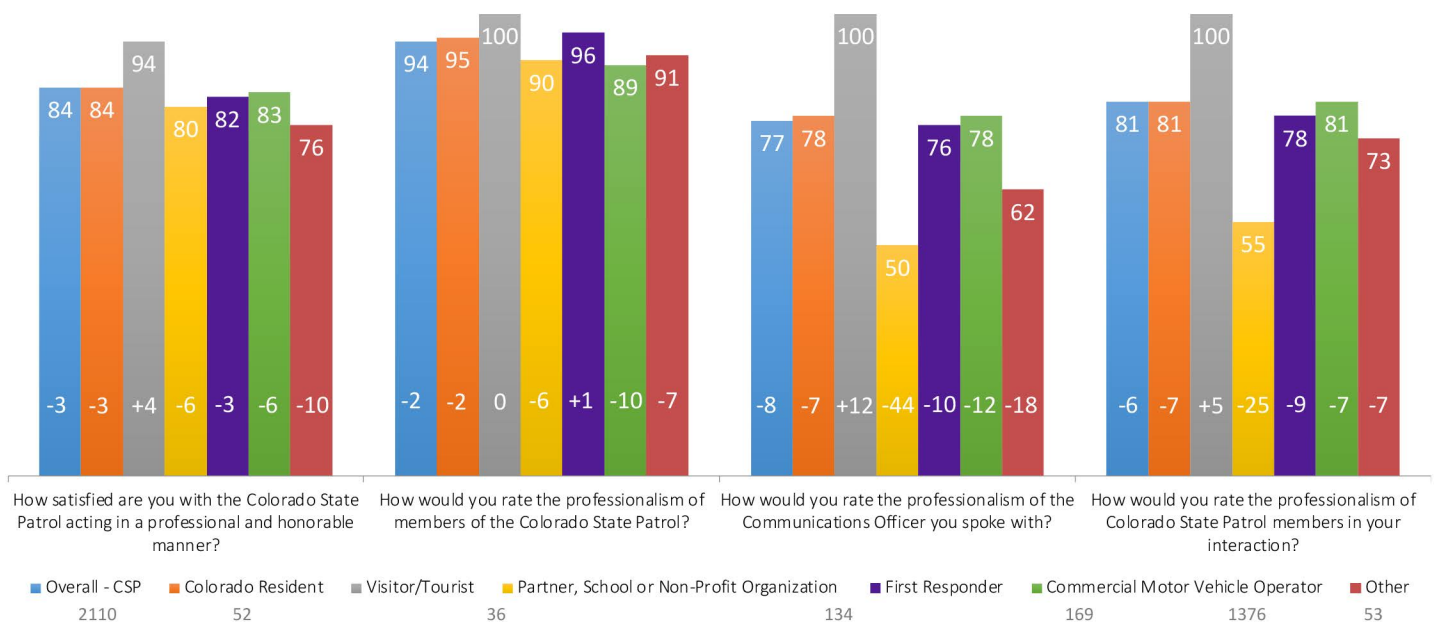


RESPECT IN INTERACTION



Levels of respect are high – patterns are mostly typical to previous years, except Partner/School/Non Profit is lower in relative ranking. Visitors/tourists and Other, scored higher compared to 2020.

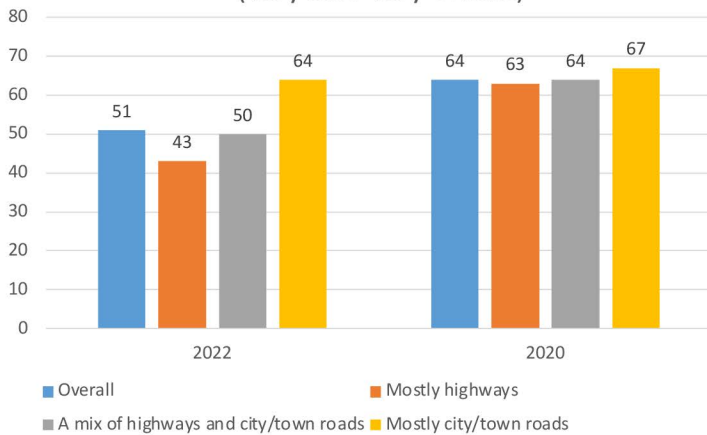
PROFESSIONALISM



Professionalism broadly is high across the board, while more variable in specific interactions.

CSP EFFORT/ENFORCEMENT

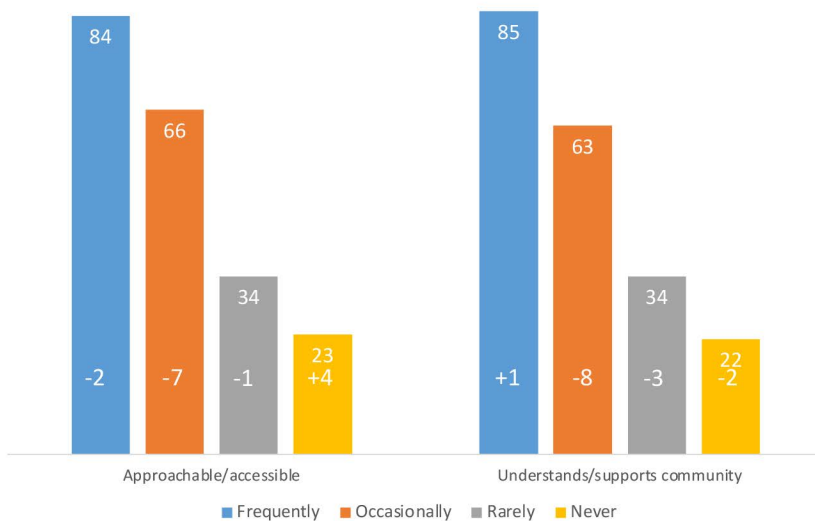
Considering everything, how would you rate Colorado's highways and interstates?
(Very Safe-Very Unsafe)



In what areas would you like to see more effort/enforcement by the Colorado State Patrol?

	2022		2020	
	N	%	N	%
Aggressive/Reckless Driving	1156	73%	3091	70%
Distracted Driving	847	54%	2558	58%
Speeding	789	50%	1928	44%
Impaired Driving	693	44%	1901	43%
Traffic Management	305	19%	899	20%
Commercial Motor Vehicle Safety	193	12%	735	17%
Roadside Assistance	228	14%	765	17%
Pedestrian/Bicyclist Safety	241	15%	595	14%
Community Outreach Programs	221	14%	848	19%
Other	141	9%	286	7%
Victims Assistance	179	11%	465	11%

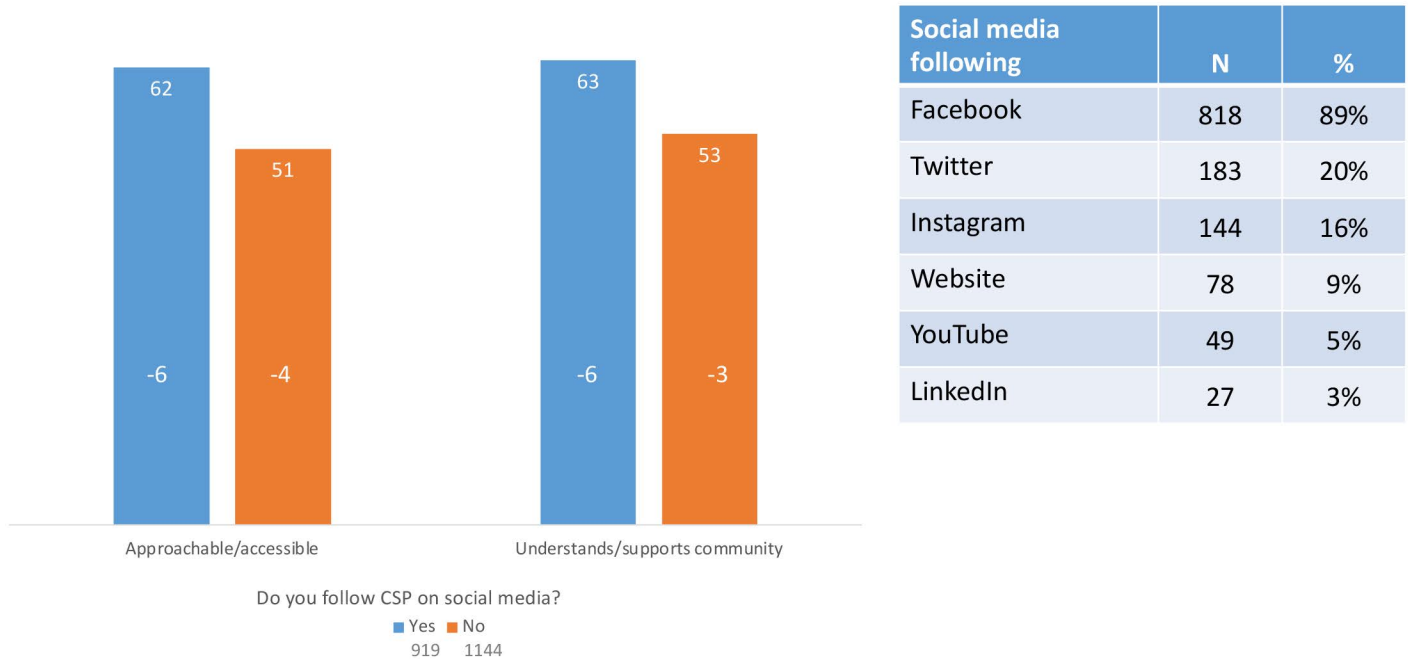
CONNECTION TO COMMUNITY



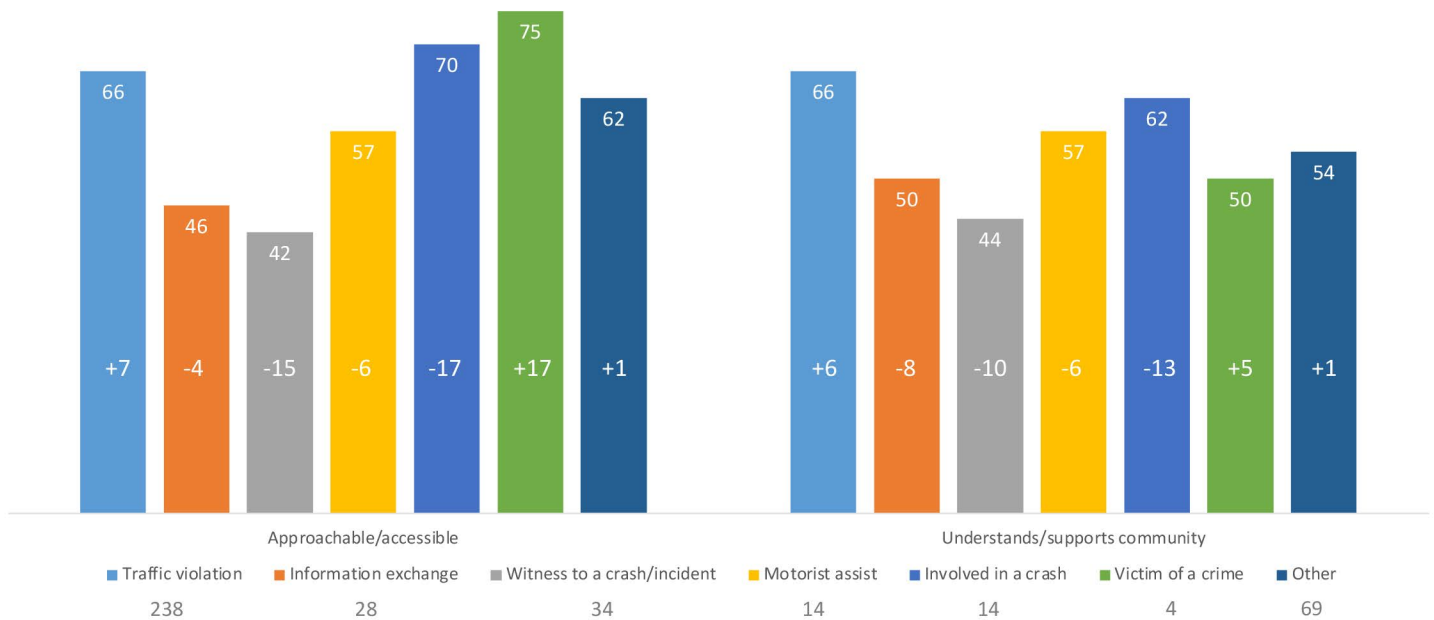
Contact with CSP the past 2 years	N	%
Frequently	257	19%
Occasionally	489	36%
Rarely	324	24%
Never	296	22%

The more the public sees and interacts with CSP, the more connected they feel.

CONNECTION TO COMMUNITY (CONTINUED)

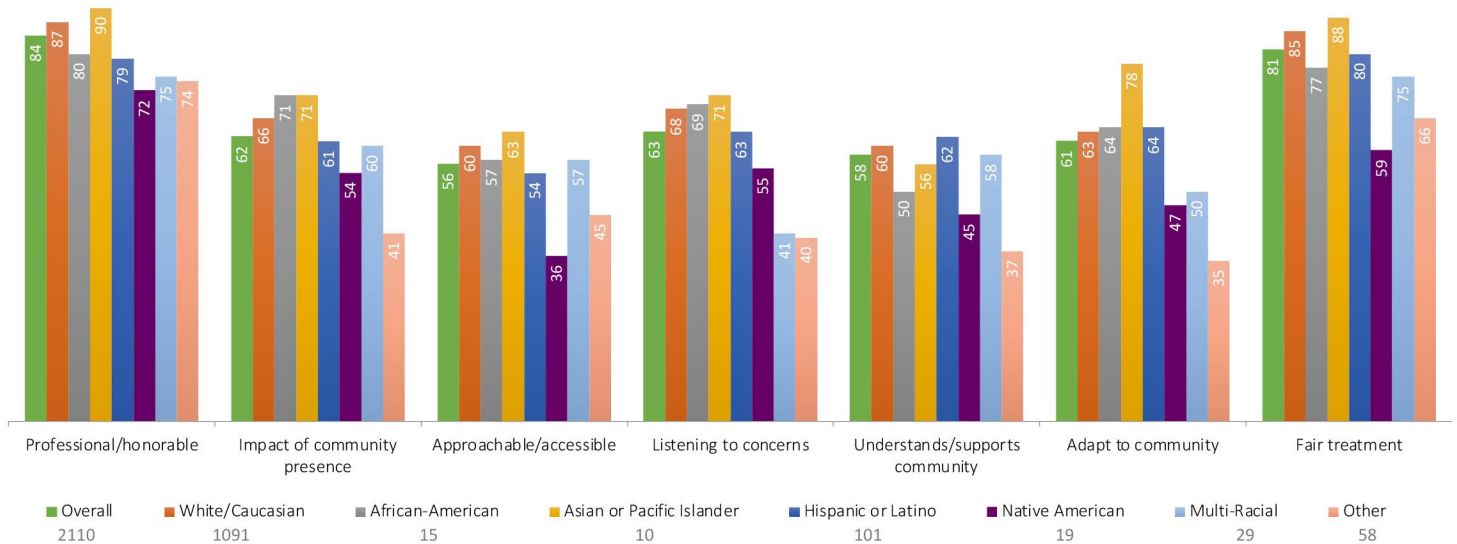


Exposure to CSP on social media adds to the connection and feeling of community.



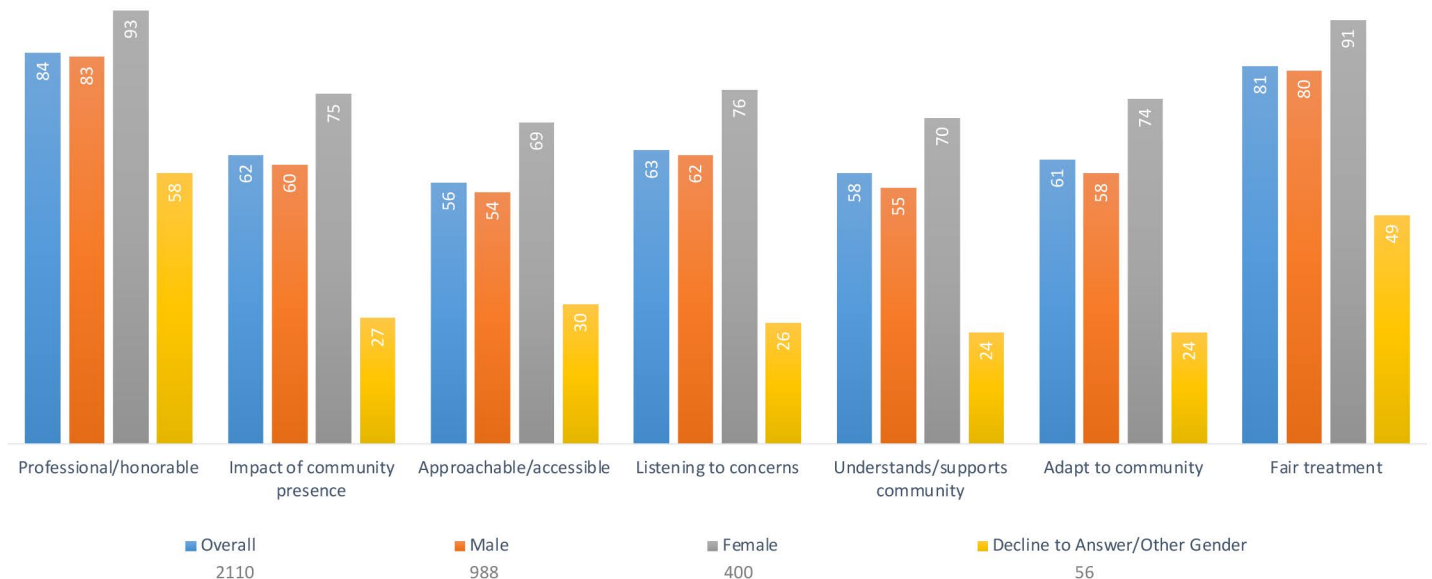
Information exchange and witnessing a crash/incident felt less connected.

OPINIONS BY ETHNICITY



Population sizes are highly variable, though core items on professionalism are fairly consistent, however, other items appear more varied.

OPINIONS BY GENDER



The proportion of gender is much more heavily male. Females consistently scored highest among the categories, while the Other gender population is especially low. In previous years, scores have been closer together, but this is consistent with 2020.

ADVICE TO BETTER ENGAGE W/ COMMUNITY

Try to be more approachable, more personable

Continued engagement with youth and other demographics of the community through sports programs and public events...

Not all troop areas are created equal. When 1A, 4C troopers come up to the 4B area it's a lot different. We are rural and things move slower here. If a trooper comes off with a 1A attitude in the 4B area, the community members don't take kindly to that. Learn the area, learn the people.

Become part of your community. To many times we see troopers who know nothing about the community and only know traffic laws.

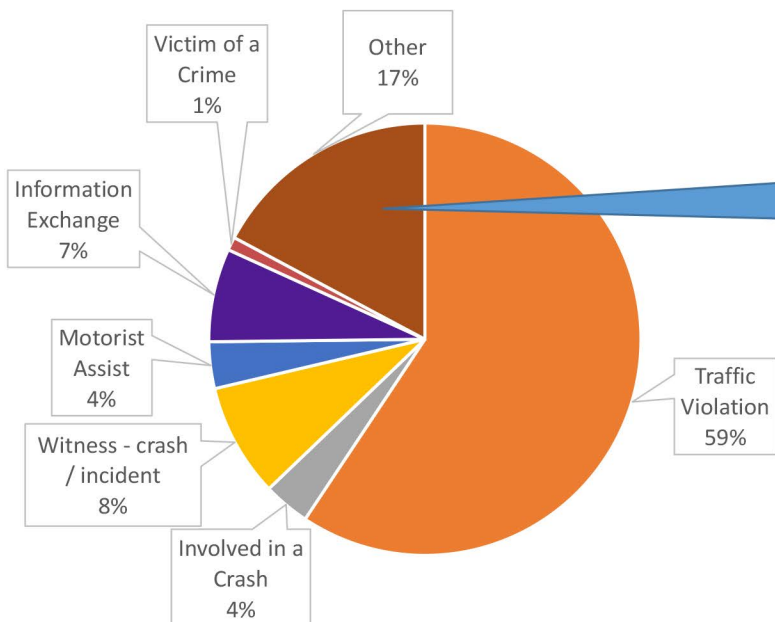
Publicize ways to contact the local state patrol division on local roadways more frequently so the public is able to report hazards more easily.

I see troopers only going to their own kid's schools to do talks or the rich neighborhood schools but never see them at my kid's school which have a more diverse population and under privileged kid's. Same as when I see them at school function and sporting events. They need to put on more safety events for the community and actual go to other community events and set up a booth. Heck how about setting up a booth at the farmer's markets from time to time. Shoot they used to piggy back on the backs of other community functions and now they are a no show for just about everything.

FEEDBACK BASED ON DIFFERENT KINDS OF INTERACTIONS

INTERACTION: CONTACTED BY TROOPER

425 (20%) said they were contacted by a trooper

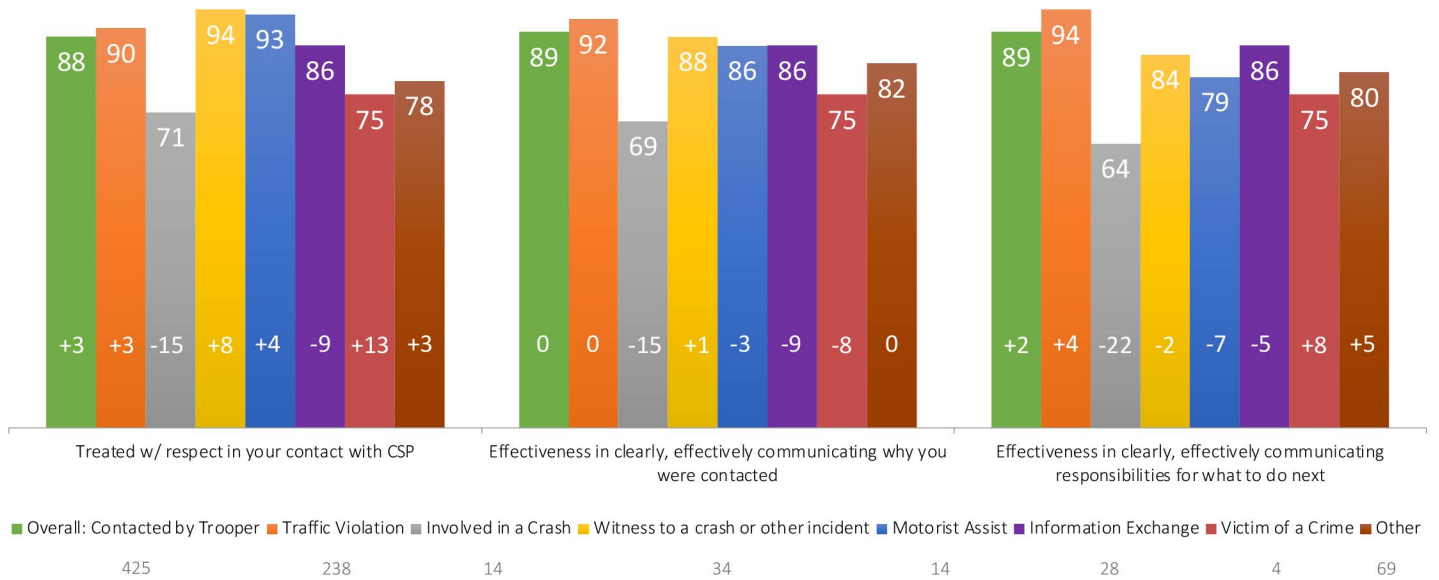


Examples:

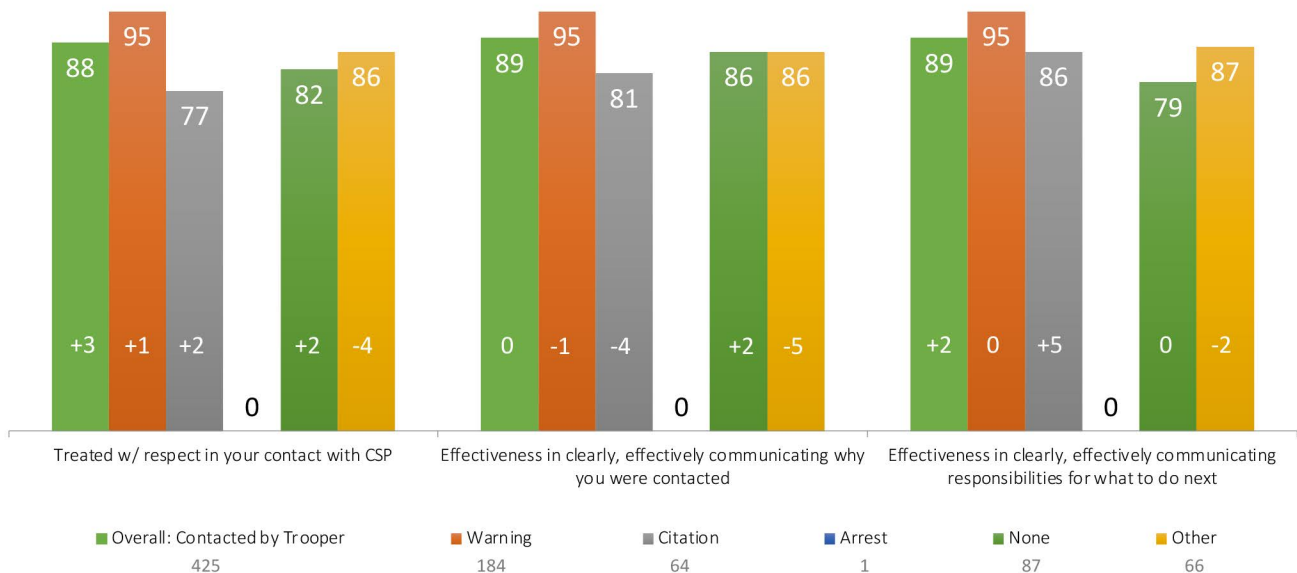
- Family member involved in incident
- Roadside inspection, weigh station
- Warning / info provided unrelated to traffic violation
- Work with CSP – CDOT, Fire, etc.

Result	N	%
Warning	184	46%
None	87	22%
Other	66	16%
Citation	64	16%
Arrest	1	0.3%

INTERACTION: CONTACTED BY TROOPER (CONTINUED)



Victims were least positive in 2020, however, there was extremely low response rate in that category this year. Involvement in a crash saw a decline from last year and is the lowest category score, but responses were very low.

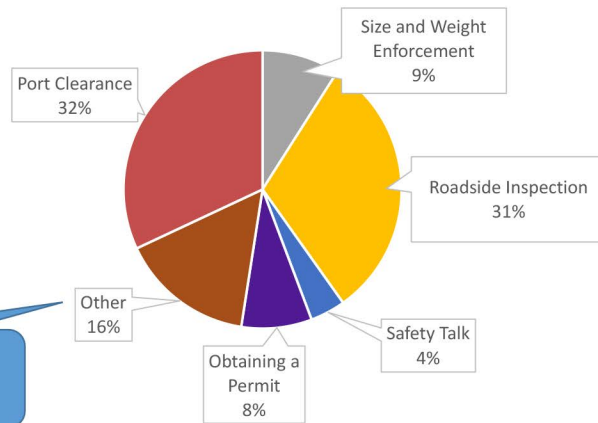


As in prior years, the more severe the consequence, generally the more skeptical the respondent.

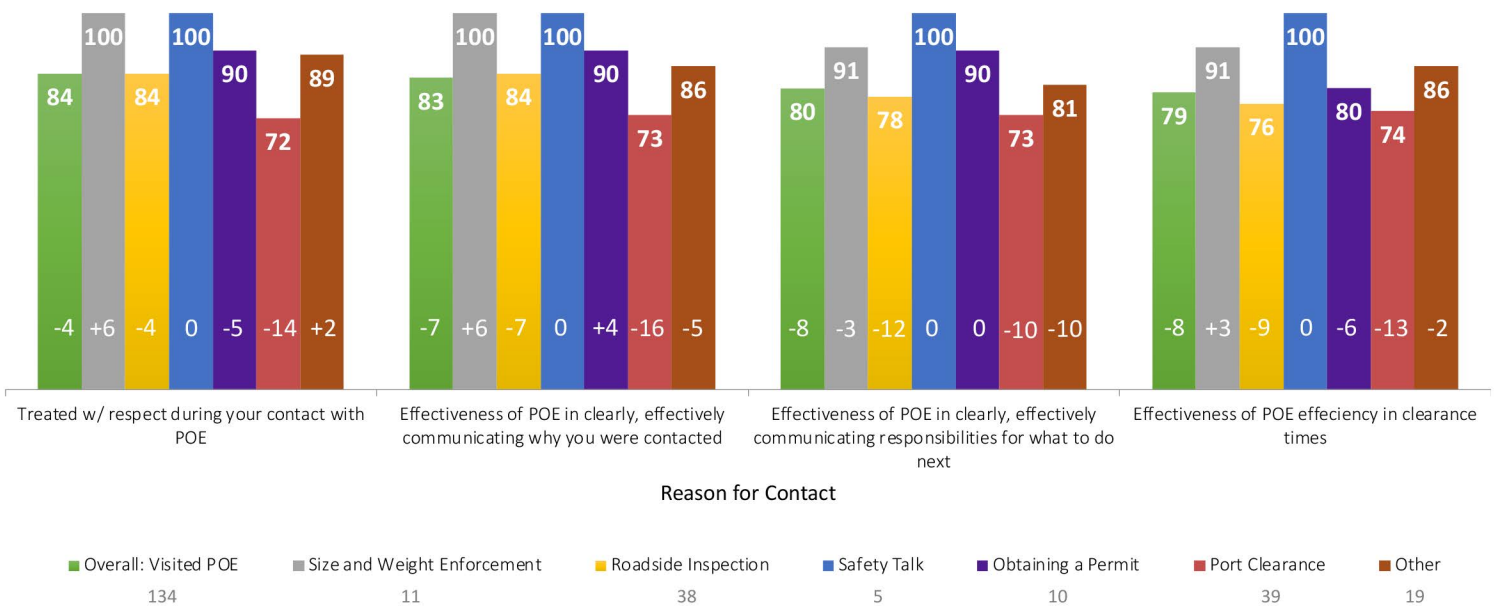
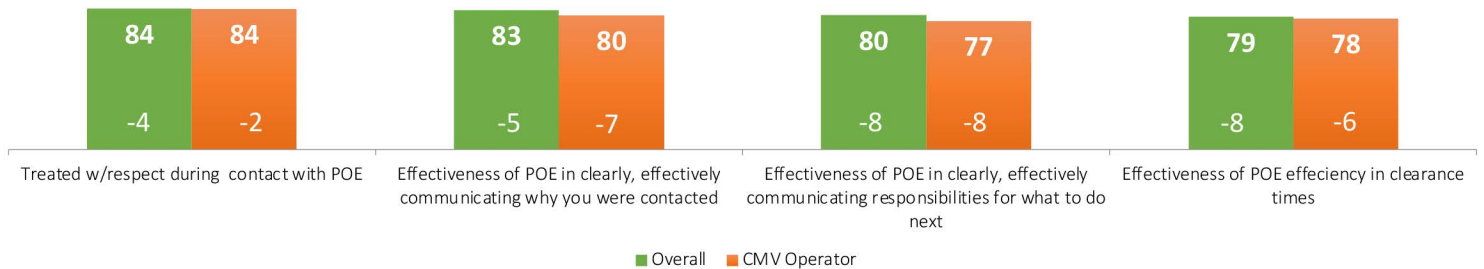
INTERACTION: VISITED A PORT OF ENTRY

134 (6%)
said visited a
Port of Entry

Result	N	%
None	73	61%
Other	27	23%
Warning	11	9%
Citation	9	8%

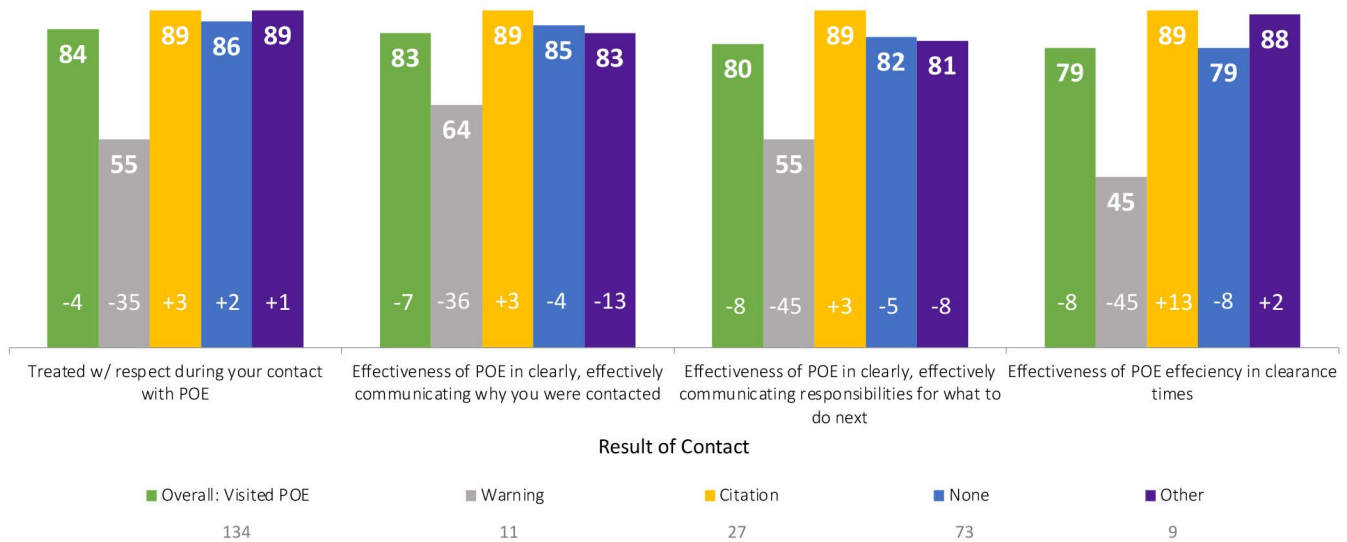


Examples:
- Vin Inspection
- Received Permit
- Other inspection



Scores are strong across the board, reflecting a positive and consistent experience.

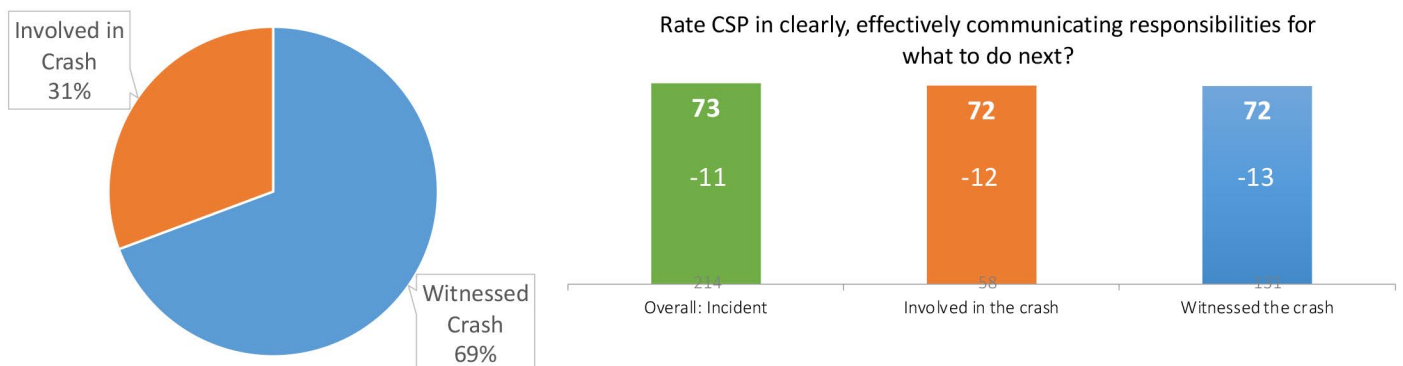
INTERACTION: VISITED A PORT OF ENTRY (CONTINUED)



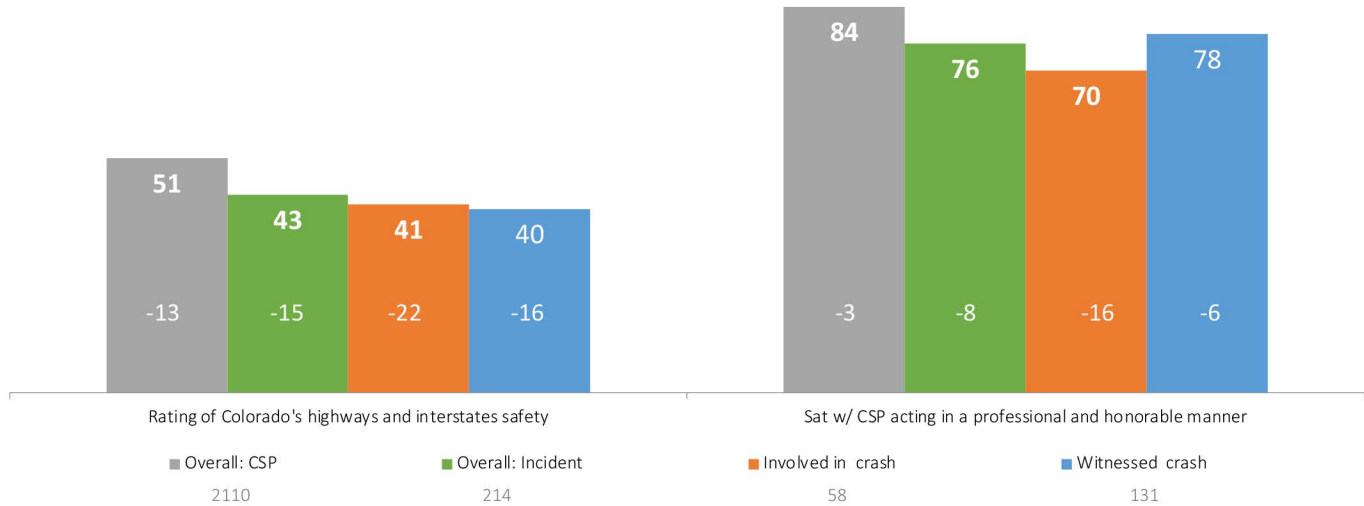
Similar to contact with a Trooper, the more significant the consequence, the lower the score. Scores related to Warnings are lower than last year, but again, the response rate is low so an exact comparison is troublesome.

INTERACTION: INVOLVED IN/WITNESSED CRASH

214 (10%) said they were involved in or witnessed traffic crash



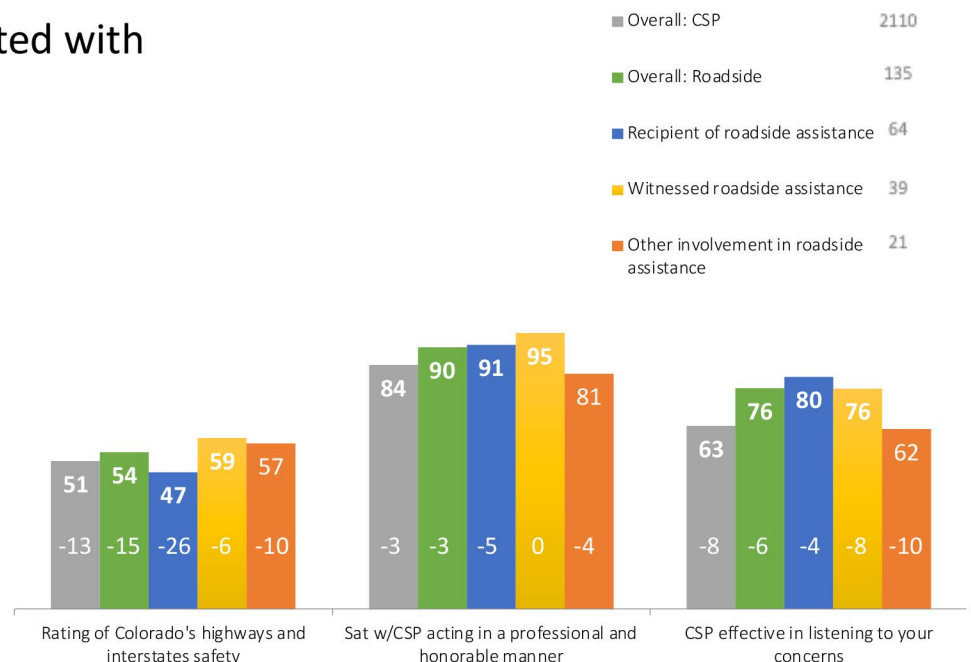
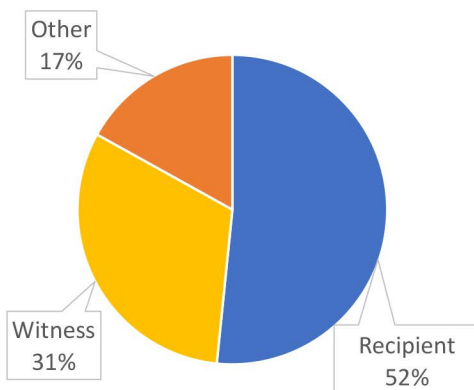
INTERACTION: INVOLVED IN/WITNESSED CRASH (CONTINUED)



Ratings of the highways are lower compared to 2020, as is satisfaction with professionalism.

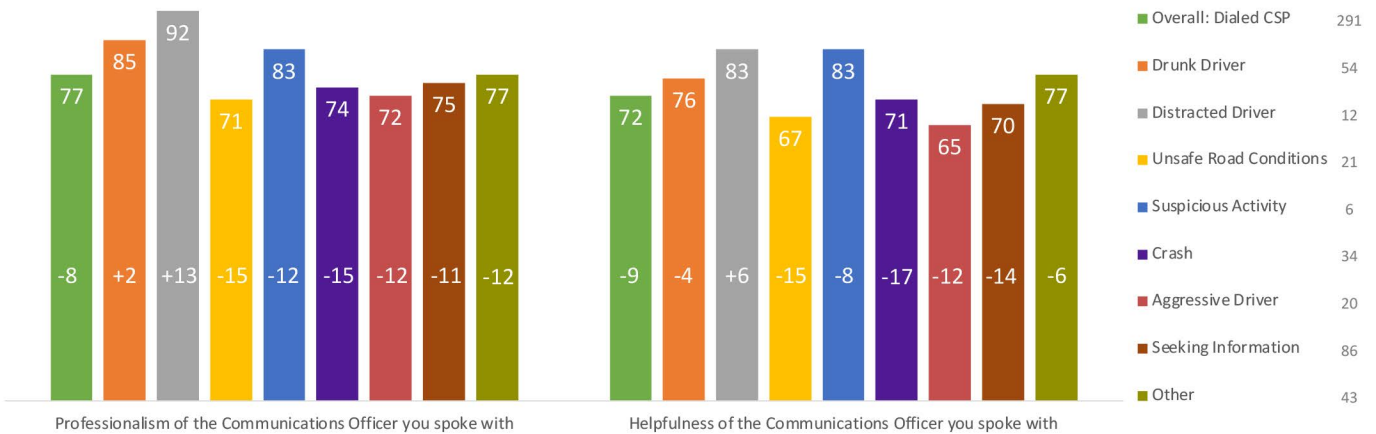
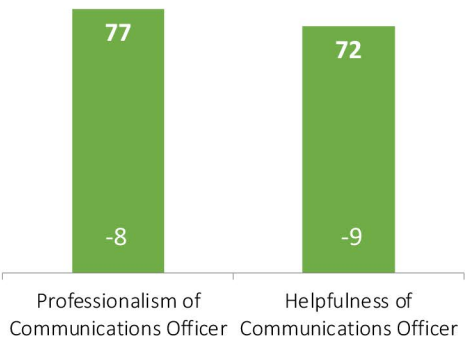
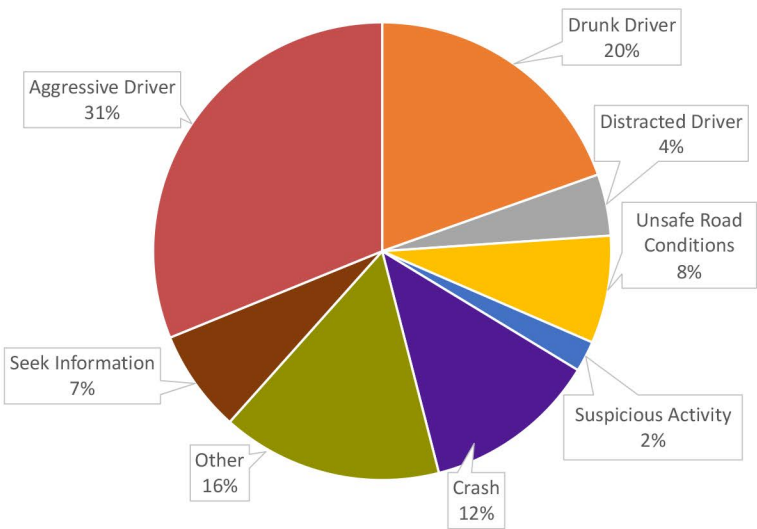
INTERACTION: ROADSIDE ASSISTANCE

135 (6%) said they interacted with Roadside Assistance



INTERACTION: DIALED COLORADO STATE PATROL

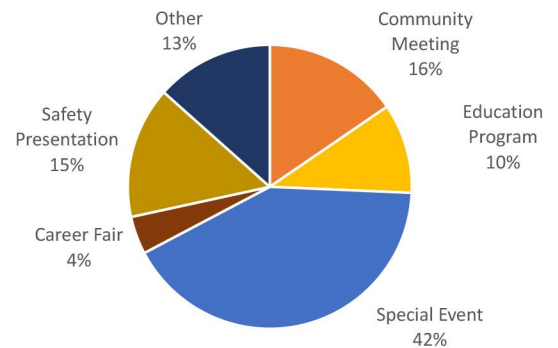
291 (14%) said they dialed CSP to:



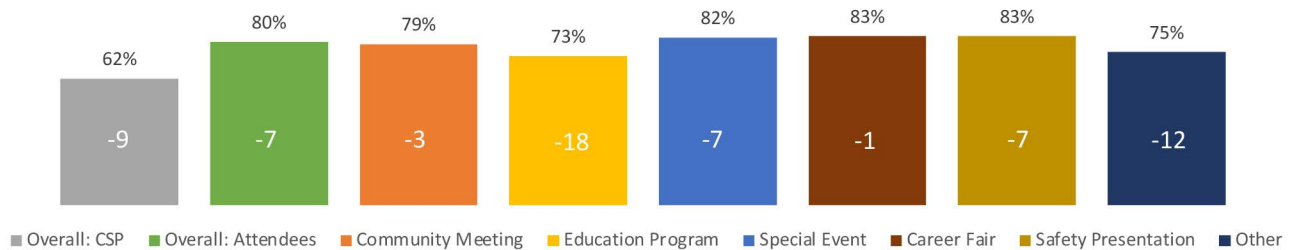
Those reporting issues with drivers are least satisfied, as in prior years.

INTERACTION: COMMUNITY ENGAGEMENT EVENT

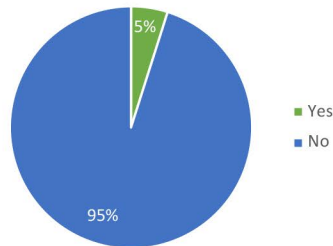
295 (14%) said they interacted at a Community Engagement Event



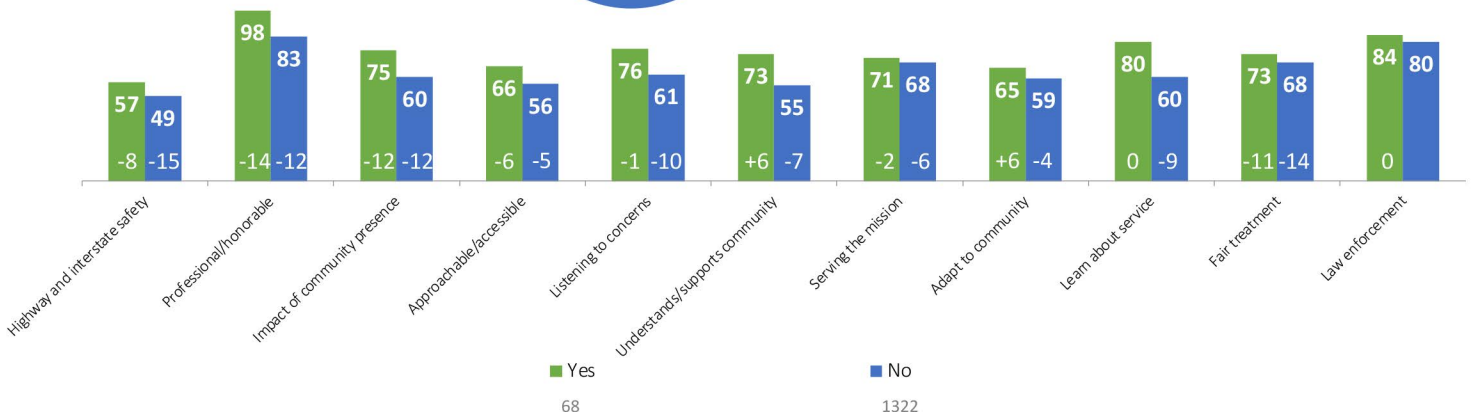
How would you rate the impact of the State Patrol's presence in the community?



INTERACTION: CAREER WITH CSP



What position are you interested in?	N	%
Trooper	39	57%
Other Personnel	12	18%
Port of Entry Officer	8	12%
Communication Officer	5	7%
Security Officer	4	6%

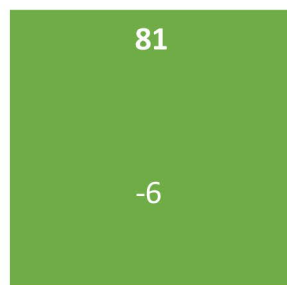


Similar to prior years, respondents interested in a career with CSP are more positive about the agency and their effectiveness within the community.

INTERACTION: OTHER

373 (24%) said they had some “other” interaction with the state patrol

Professionalism of Colorado State troopers in your interaction



Overall: Other Interactions

Interaction Examples:

- Working with them – National Guard, Forest Service, Sheriff's Office, CDOT, other agencies
- Witnessed accident or interaction in public
- Volunteering
- Seeing Troopers out and about in public
- Family are troopers
- VIN inspections
- Traffic control
- Motorcycle safety/info



CONCLUSION

The Colorado State Patrol is a national leader in law enforcement and strives to constantly evaluate the progress and success of its mission while identifying areas for improvement. The public opinion survey is only one method used to measure the quality of services the agency provides as well as the professionalism of the members who provide these services.

With each survey, we renew our commitment to procedural justice and fair and impartial policing principles embedded in the agency's culture. This is the definition of procedural justice that we try to abide by in our encounters with the public:

- Treating people with dignity and respect
- Giving individuals "voice" during encounters
- Being neutral and transparent in decision making
- Conveying trustworthy motives

After analyzing the results of the survey, the Colorado State Patrol will continue to work towards securing the safety and security of the motoring public, while working towards increased community connections.

**PRODUCED FOR COLORADO
STATE PATROL BY:**

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