

**Police-Civilian Encounters in Oak Park, IL
Preliminary Results from the Public Service Survey
University of Illinois at Chicago¹, October 20, 2010**

The Survey Respondents

Between June 13 and October 20, 239 residents completed the Public Service Survey after having contact with an Oak Park police officer. The survey respondents were a diverse cross-section of the community in terms of race/ethnicity, gender, and age. (54.8% female, 26.1% minority, ranging in age from 18 to 86).

All respondents had a recent encounter with an Oak Park police officer and were invited by the Chief of Police to complete a brief satisfaction survey either online or by telephone. The types of encounters included traffic stops (35.7%), traffic crashes (17.6%) and crime reports (42.4%), with 4.3% unknown. Roughly two-thirds of the survey respondents were Oak Park residents (65.5%).

Overall Satisfaction with the Encounter

Overall, the majority of respondents (88.5%) reported that they were either "very satisfied" (73.4%) or "somewhat satisfied" (15.1%) with the way they were treated by the police officer they encountered.

Specific Interactions

The vast majority of those having contact with the Oak Park police felt that the officer listened to them (94.0%), was fair and evenhanded (90.7%), was polite (96.4%), showed concern for their feelings (79.7%), and knew what s/he was doing (96.8%).

Factors that Influence Satisfaction

Overall satisfaction with police encounters was highest among persons who reported a crime (95.4%), followed by persons involved in a traffic crash (90.9%) and persons who were stopped by the police for traffic violations (79.7%).² For cases involving traffic stops, the percentage who report that the officer "handled the situation well" was much higher when no ticket was issued (96.4%) than when a ticket was given (61.3%).

Respondents' age, sex and race also influenced their evaluations of the police. Satisfaction levels were higher among persons over 40 years old (77.3% vs. 64.5% were "very satisfied"), among females (77.9% vs. 69.4%) and among whites (78.5% vs. 64.0%).

¹ This ongoing study is directed by Dennis Rosenbaum and Susan Hartnett at the Center for Research in Law and Justice, UIC, as part of the National Police Research Platform funded by the National Institute of Justice.

² Satisfaction percentages combined "very satisfied" and "somewhat satisfied".

**POLICE-CIVILIAN ENCOUNTERS IN OAK PARK, ILLINOIS:
RESULTS OF THE UNIVERSITY OF ILLINOIS AT CHICAGO
PUBLIC SERVICE SURVEY¹**

Time Period Covered: June 13, 2010 – October 20, 2010
Sample Size: 239 respondents

DEMOGRAPHICS OF RESPONDENTS

Gender: 45.2% Male
54.8% Female

Race/Ethnicity: 72.1% White
16.8% African American
7.1% Hispanic or Latino/a
2.2% Asian

Age: Range 18-86 years old
Mean 50.31
Standard deviation 14.22

Housing: 80.2% Homeowners
19.8% Other

Residency: 65.5% Oak Park Residents
34.5% Other

Survey Type: 59.6% Web
40.4% Phone

DEMOGRAPHICS OF OFFICERS

Age: 78.2% 30 or older
21.8% Under 30

Gender: 79.1% Male
20.9% Female

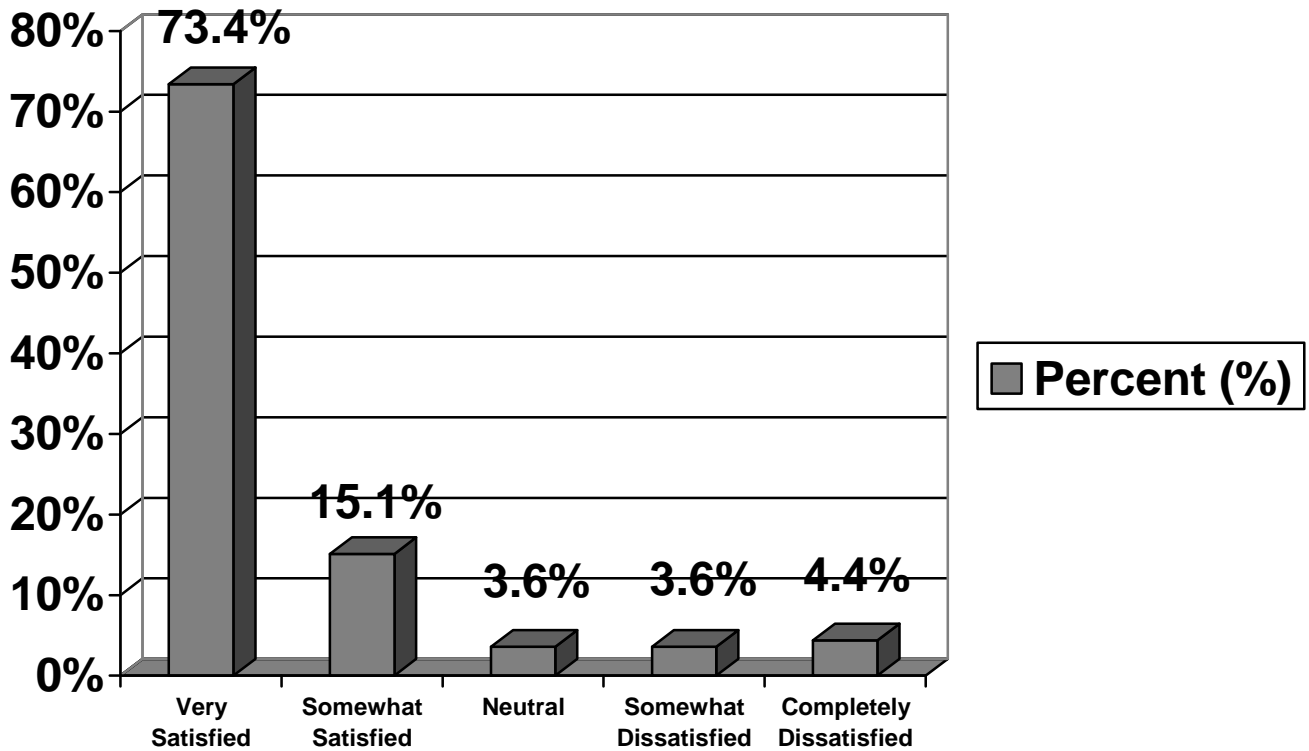
¹ This report was prepared by Dennis Rosenbaum, Daniel Lawrence, Susan Hartnett and Amie Schuck at the Center for Research in Law and Justice, University of Illinois at Chicago as part of the National Police Research Platform, funded by the National Institute of Justice, Office of Justice Programs, U. S. Department of Justice.

TYPE OF INCIDENT REPORTED

<i>Type</i>	<i>Percent</i>
Traffic stop	35.7%
Traffic crash	17.6%
Crime report	42.4%
Unknown	4.3%

OVERALL SATISFACTION WITH EXPERIENCE

Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?



KEY ELEMENTS OF PROCEDURAL JUSTICE

Element	Yes	No
Allowed Participation and Voice	94.0%	6.0%
Exhibited Neutrality	90.7%	9.3%
Treated Politely	96.4%	3.6%
Showed Concern	79.7%	20.3%
Demonstrated Competence	96.8%	3.2%

RESPONDENT CHARACTERISTICS AND SATISFACTION WITH THE ENCOUNTER

Q1. Overall, did the officer handle the situation well?

Survey Type	Yes	No
Phone survey	92.0%	8.0%
Web survey	93.3%	6.7%

Race (African American vs. Non-African American)	Yes	No
African American	89.2%	10.8%
Non-African American	94.4%	5.6%

Race (White vs. Non White)	Yes	No
White	96.3%	3.7%
Non-white	87.7%	12.3%

Age	Yes	No
18-39	84.0%	16.0%
40 and above	96.6%	3.4%

Gender	Yes	No
Male	92.5%	7.5%
Female	93.8%	6.2%

Incident Type	Yes	No
Traffic Stop	84.3%	15.7%
Traffic Crash	100%	0%
Crime Report	97.2%	2.8%

Residency	Yes	No
Oak Park Resident	95.9%	4.1%
Non-Resident	88.2%	11.8%

Q2. Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?

Survey Type	Very Satisfied	Somewhat Satisfied	Neutral to Completely Dissatisfied
Phone survey	74.3%	13.9%	11.9%
Web survey	72.8%	15.9%	11.3%

Race (African American vs. Non-African American)	Very Satisfied	Somewhat Satisfied	Neutral to Completely Dissatisfied
African American	67.6%	16.2%	16.2%
Non-African American	75.1%	15.4%	9.5%

Race (White vs. Non White)	Very Satisfied	Somewhat Satisfied	Neutral to Completely Dissatisfied
White	78.5%	14.1%	7.4%
Non White (% within race)	64.0%	18.7%	17.3%

Age	Very Satisfied	Somewhat Satisfied	Neutral to Completely Dissatisfied
18-39	64.5%	15.8%	19.7%
40 and above	77.3%	14.8%	8.0%

Gender	Very Satisfied	Somewhat Satisfied	Neutral to Completely Dissatisfied
Male	69.4%	14.8%	15.7%
Female	77.9%	13.7%	8.4%

Incident Type	Very Satisfied	Somewhat Satisfied	Neutral to Completely Dissatisfied
Traffic Stop	68.5%	11.2%	20.2%
Traffic Crash	81.8%	9.1%	9.1%
Crime Report	76.9%	18.5%	4.6%

Residency	Very Satisfied	Somewhat Satisfied	Neutral to Completely Dissatisfied
Oak Park Resident	74.3%	17.6%	8.1%
Non-Resident	75.3%	9.1%	15.6%

Q3. Do you trust your police department to make decisions that are good for everyone in your city?

Survey Type	Yes	No
Phone survey	74.3%	25.7%
Web survey	93.2%	6.8%

Race (African American vs. Non-African American)	Yes	No
African American	72.4%	27.6%
Non-African American	89.6%	10.4%

Race (White vs. Non White)	Yes	No
White	94.9%	5.1%
Non-White	67.9%	32.1%

Age	Yes	No
18-39	83.9%	16.1%
40 and above	87.5%	12.5%

Gender	Yes	No
Male	88.8%	11.2%
Female	85.0%	15.0%

Incident Type	Yes	No
Traffic Stop	70.1%	29.9%
Traffic Crash	91.7%	8.3%
Crime Report	94.9%	5.1%

Residency	Yes	No
Oak Park Resident	93.3%	6.7%
Non-Resident	75.4%	24.6%

OFFICER CHARACTERISTICS AND SATISFACTION WITH THE ENCOUNTER

Q1. Overall, did the officer handle the situation well?

Officer's Age	Yes	No
Under 30	92.3%	7.7%
30 or older	92.9%	7.1%

Issued Traffic Ticket	Yes	No
Yes	61.3%	38.7%
No	96.4%	3.6%

Officer's Gender	Yes	No
Male	93.9%	6.1%
Female	90.2%	9.8%

Q2. Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?

Officer's Age	Very Satisfied	Somewhat Satisfied	Neutral to Completely Dissatisfied
Under 30	76.9%	15.4%	7.7%
30 or older	71.9%	14.6%	13.5%

Issued Traffic Ticket	Very Satisfied	Somewhat Satisfied	Neutral to Completely Dissatisfied
Yes	29.0%	19.4%	51.6%
No	89.1%	7.3%	3.6%

Officer's Gender	Very Satisfied	Somewhat Satisfied	Neutral to Completely Dissatisfied
Male	76.4% %	14.1%	9.5%
Female	63.5%	17.3%	19.2%

Q3. Do you trust your police department to make decisions that are good for everyone in your city?

Officer's Age	Yes	No
Under 30	92.7%	7.3%
30 or older	85.0%	15.0%

Issued Traffic Ticket	Yes	No
Yes	48.0%	52.0%
No	82.5%	17.5%

Officer's Gender	Yes	No
Male	89.1%	10.9%
Female	77.5%	22.5%