



CITY OF PALO ALTO OFFICE OF THE CITY AUDITOR

February 6, 2006

**Honorable City Council
Palo Alto, California**

**Human Relation Commission
Palo Alto, California**

Police Community Survey Results

In accordance with the City Auditor's FY 2005-06 Work Plan, we have conducted a survey of individuals who were stopped by the Palo Alto Police Department to determine how those individuals perceived police officer behaviors and attitudes. We conducted this project in accordance with government auditing standards. The results of our surveys are attached. Survey respondents are anonymous.

I will present the results of our surveys to the Human Relations Commission on February 9th. I would like to thank the Police Department for their cooperation and assistance during this project. A response from the Police Chief is attached.

Respectfully submitted,

A handwritten signature in cursive script that reads "Sharon W. Erickson".

Sharon W. Erickson
City Auditor

Attachments

POLICE COMMUNITY SURVEY RESULTS

Office of the City Auditor
February 2006

BACKGROUND

- The Palo Alto Police Department handles more than 50,000 calls for service, makes about 9,000 traffic stops, and issues about 6,000 traffic citations each year.
- In a continuing effort to deliver the best possible policing services to the community, the Police Chief and City Manager requested that the City Auditor conduct a survey of individuals stopped by the Palo Alto Police Department (residents and non-residents) to determine how they perceived police officer behaviors and attitudes.

Survey results (Oct-2005)

Surveys of Palo Alto residents find high levels of satisfaction with police services

- In the 2005 National Citizen Survey
 - 87% of Palo Alto residents rated police services good or excellent, including 42% excellent, 45% good, 10% fair, and only 3% poor – placing Palo Alto in the 91st percentile compared to other jurisdictions
 - Of the 36% who reported having contact with the Palo Alto Police Department, 78% rated their contact good or excellent.

Survey results (Oct-2005)

METHODOLOGY

- During Aug/Sept 2005, the City Auditor's Office conducted two separate surveys of Palo Alto residents and non-residents who had contact with the PAPD:
 1. Individuals who were stopped
 2. Individuals who requested service
- Both surveys were anonymous, and were printed in both English and Spanish.
- Surveys were mailed with a postage-paid return envelope to encourage responses.

Survey results (Oct-2005)

#1 Citation-warning survey (94 responses)

- Mail survey of 550 randomly selected Palo Alto residents and non-residents who were stopped and received a written citation or warning for any reason from January through July 2005.
- Because addresses are not retained for persons who are stopped and verbally warned, our survey only covered those persons who received a written citation or a written warning.
- Of the 550 surveys that were mailed, 67 were undeliverable due to insufficient address or individual moved. Completed surveys were received from 94 individuals, or 19% of those receiving a survey.
- All responses were received in English; no responses were received in Spanish.

Survey results (Oct-2005)

#2 Service-request survey (69 responses)

- Mail survey of 400 randomly selected Palo Alto residents and non-residents and businesses who initiated calls for service to the Palo Alto Police Department for any reason from January through July 2005.
- Because contact information for the reporting party was not always present, and because the victim frequently is the reporting party, we used contact information for the victim in many cases.
- Of the 400 surveys that were mailed, 87 were undeliverable due to insufficient address or individual moved. Completed surveys were received from 69 individuals, or 22% of those receiving a survey.
- Two responses were received in Spanish.

Survey results (Oct-2005)

Respondents

- Compared to the Police Department's demographic data from the same period, survey respondents were:
 - More likely to be White or Asian-American, and to live in Palo Alto
 - Less likely to be African-American or Hispanic-American

Survey results (Oct-2005)

Respondents (cont.)

	<i>Police Department demographic data</i>	Citation- warning survey	Service- request Survey
African-American	9%	2%	0%
Asian-American	11%	12%	22%
Hispanic-American	14%	10%	5%
White	52%	66%	67%
Other	14%	10%	6%

Live in Palo Alto	35%	47%	62%
Bay Area	43%	48%	36%
Other	22%	5%	2%

Survey results (Oct-2005)

**We are reporting the data as received,
without correcting for non-response bias
or computing statistical significance**

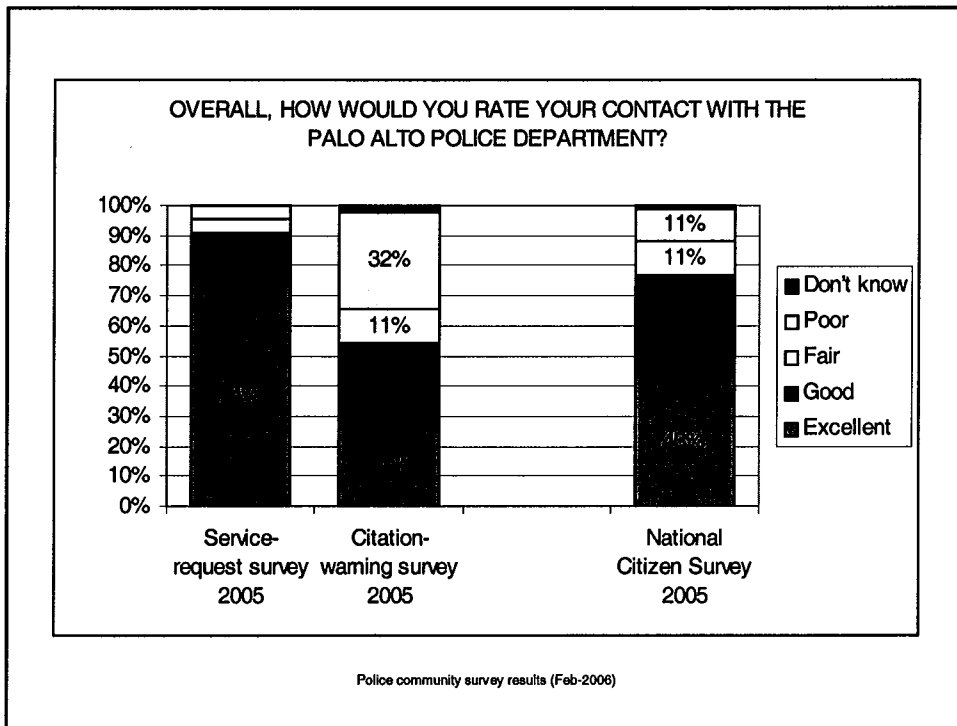
- Copies of the survey forms are attached in appendix A and B.
- A summary of the responses, and the demographics of the respondents, is attached in appendix C.
- The text of respondents' comments and suggestions are attached in appendix D.

Survey results (Oct-2005)

**The majority of respondents on both
surveys rated their contact good or
excellent overall**

- 92% of respondents to the service-request survey (including 74% excellent and 18% good) rated their contact as good or excellent.
- 55% of respondents to the citation-warning survey (including 27% excellent and 28% good) rated their contact as good or excellent, but 32% rated their contact as poor.

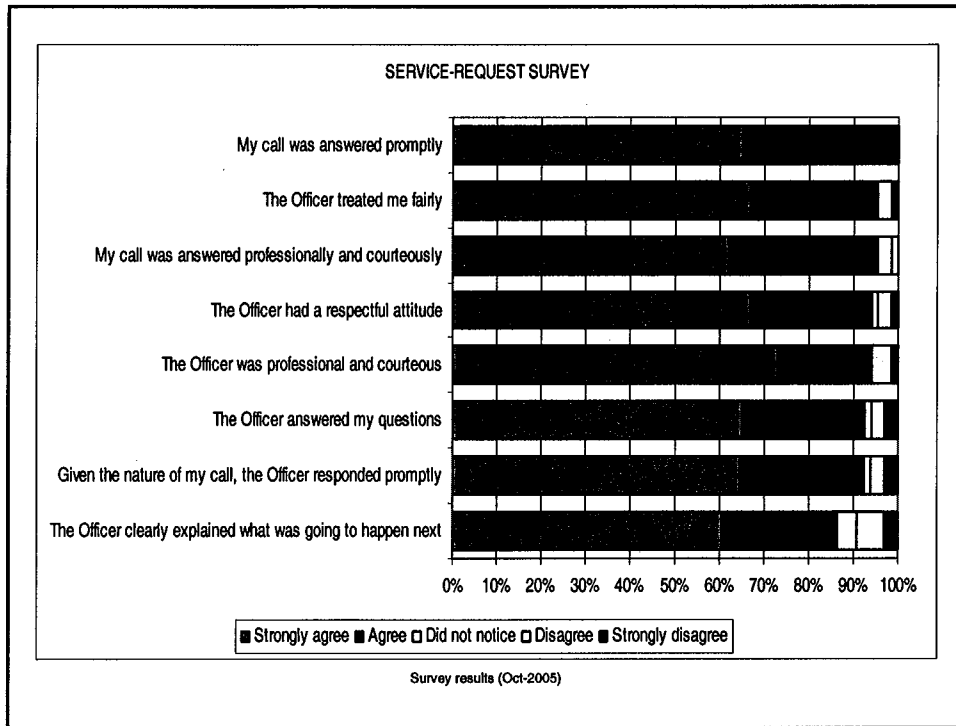
Survey results (Oct-2005)



Service-request survey responses were very positive

- More than 90% of respondents agreed that their call was answered promptly, professionally, and courteously; that the responding officer had a respectful attitude, answered their questions, treated them fairly, and was professional and courteous.
- Some respondents felt the officer could have done a better job explaining what was going to happen next.

Survey results (Oct-2005)



Citation-warning survey results were mixed

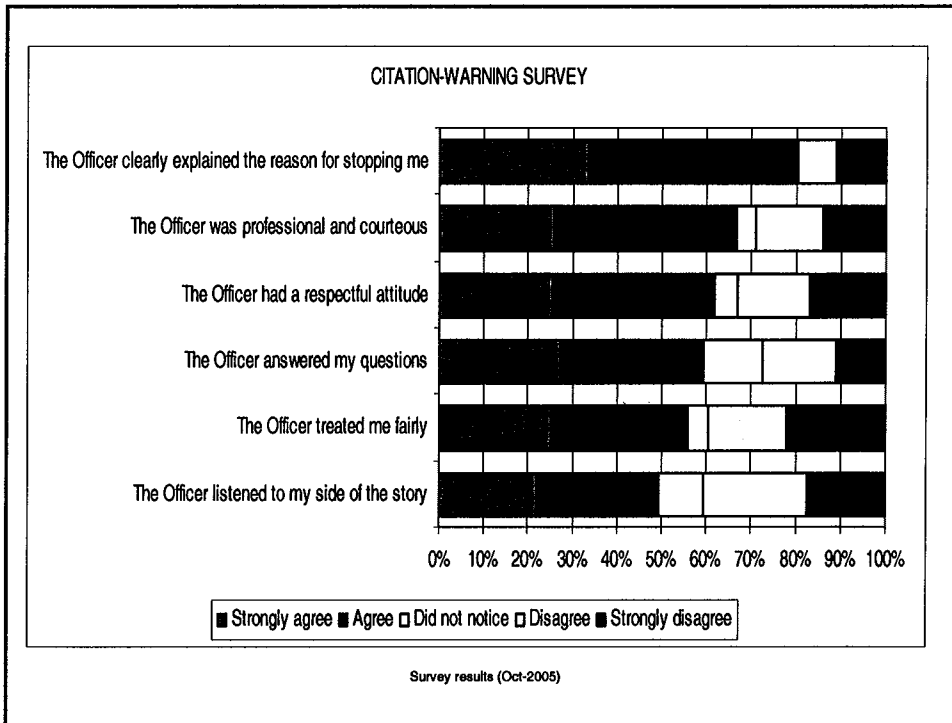
- The majority of individuals who were stopped felt they were treated fairly and respectfully
 - 80% of respondents agreed that the officer clearly explained the reason for stopping them.
 - More than 60% agreed that the officer was professional and courteous, and had a respectful attitude.
 - 50% or more agreed that the officer listened to their side of the story, answered their questions, and treated them fairly.

Survey results (Oct-2005)

Citation-warning survey results (cont.)

- But a sizeable number who were stopped disagreed:
 - 41% felt the officer did not listen to their side of the story.
 - 40% felt the officer did not treat them fairly.
 - 33% felt the officer did not have a respectful attitude.

Survey results (Oct-2005)

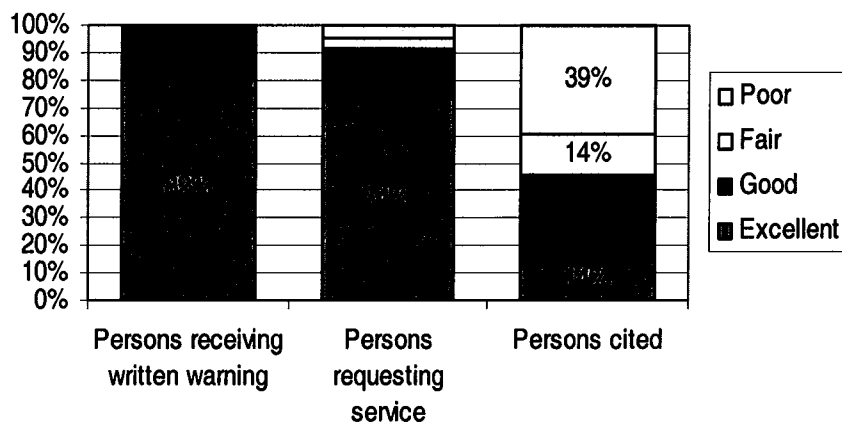


One reason for the mixed result was that individuals who were cited rated their contact much lower than persons who received a written warning

- 82% of respondents who received a written warning rated their contact excellent, 18% good, and none rated their contact fair or poor.
 - These ratings were even higher than from individuals who requested service.
- In comparison, only 14% of respondents who received a citation rated their contact excellent, 30% good, 14% fair, 39% poor, and 3% didn't know.

Survey results (Oct-2005)

OVERALL, HOW WOULD YOU RATE YOUR CONTACT WITH THE PALO ALTO POLICE DEPARTMENT?

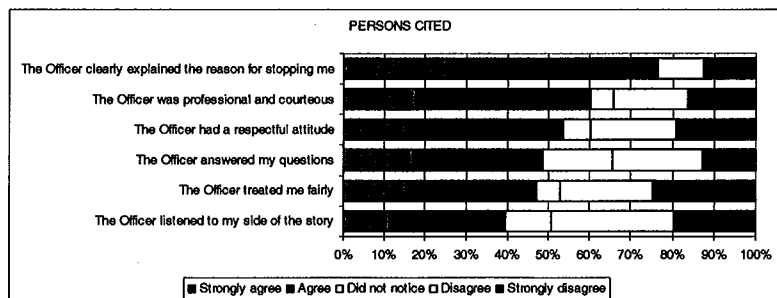
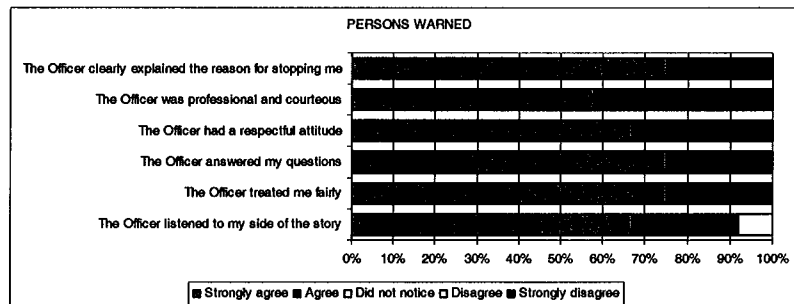


Survey results (Oct-2005)

Differences in responses between persons cited and warned

- Individuals who received a written warning gave higher marks to all aspects of the contact compared to individuals who received a citation.
- On the other hand, individuals who received a citation were more likely to feel the officer did not listen to their side of the story, they were treated unfairly, and to give lower marks to all aspects of the contact.

Survey results (Oct-2005)

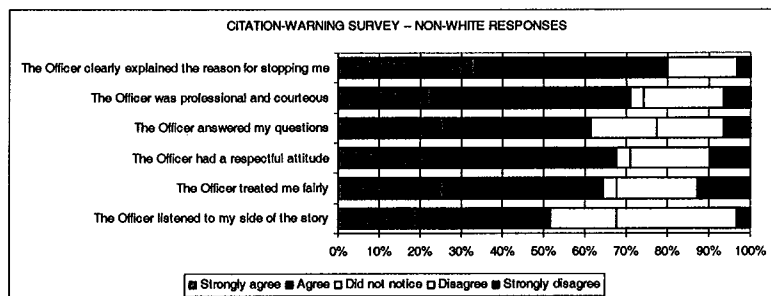
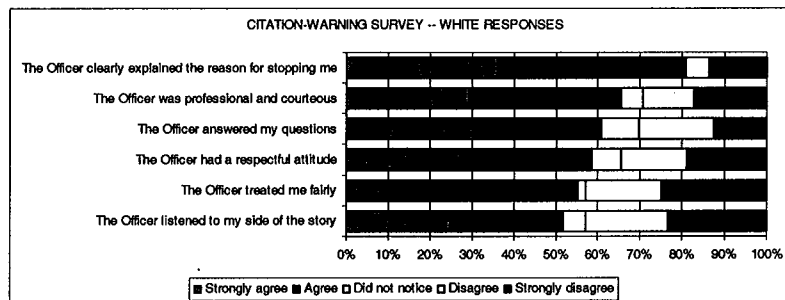


Survey results (Oct-2005)

Comparison of responses between white and non-white persons cited or warned

- Overall, more non-whites than whites agreed that the officer
 - Treated them fairly (65% among non-whites compared to 55% among whites)
 - Had a respectful attitude (68% among non-whites compared to 57% among whites)
 - Was professional and courteous (71% among non-whites compared to 66% among whites).
- Because of the small sample size, we are unable to come to any conclusions regarding bias by specific racial groupings.

Survey results (Oct-2005)



Survey results (Oct-2005)

More than half of survey respondents wrote comments on their survey forms

- Even up to 6 months later, respondents had strong feelings about their contact with the P.A.P.D.
- Comments varied from:
 - “The officer... made me feel like a horrible person for a little incident.”
 - “I appreciated the officer’s concern for my safety.”
- Many used the opportunity to explain their side of the story.

Survey results (Oct-2005)

Some comments focused on the level of enforcement and traffic or roadway conditions

- “I made illegal right turn during rush hour. Many were caught with me. There is a problem in that area with congestion.”
- One commented: “I only have complaints about the location of the sign I got busted for, but the officer was very kind.”
- Some motorists who were cited thought they were trapped: “The officer would push the ‘walk’ button and wait for a victim.”

Survey results (Oct-2005)

Some comments focused on the officer's manner

- “The officer was very kind and did his job well, very well.”
- “Although my officer did his job, he was a bit detached and did not have the best ‘people’ skills.”
- “The officer kept his sunglasses on so I could not even see who I was talking to.”
- Comments varied dramatically, even among those who were cited:
 - “I work in retail and if I was to ever treat a customer the way I was treated, I’d lose my job.”
 - “After talking with the officer, I have to say he was the most polite person I’ve ever met.”

Survey results (Oct-2005)

Some comments reflected respondents' confusion about how to handle the encounter

- “The officer was very angry because I didn’t pull over immediately... How can I stop in the middle of the street?”
- “...I was uncertain as to what I should do because in earlier years drivers were expected to get out of their vehicles to approach the officers.”
- “The officer... made no attempt to be helpful or let us know how the situation was handled.”

Survey results (Oct-2005)

Many respondents used the opportunity to say thank you

- “We appreciate the responsiveness and dedication of the P.A.P.D.
- “Keep up the good work – we need you guys!”
- “We had an excellent experience with our police officer who went above and beyond the call of duty.”
- “... My whole family has been shocked by the friendliness and concern of the Palo Alto police department. Great job!!”

Survey results (Oct-2005)

Using surveys to improve police-community relations

- Surveys can be used to solicit opinions from individuals who do not feel strongly enough to write a commendation or complaint, and can be used to probe important questions about how to improve police-community relations.
- During the first 6 months of 2005, the Police Department received 5 complaints and 73 commendations from the public (CMR:346:05).
- This survey yields additional comments and feedback other individuals who had contact with the Police Department during that time.

Survey results (Oct-2005)

CONCLUSION

- The purpose of the surveys was to get feedback and to look for ways to improve police-community relations.
- The majority of respondents on both surveys rated their contact good or excellent overall.
 - 92% of respondents who requested services rated their contact good or excellent.
 - 55% of respondents who were stopped rated their contact good or excellent, however 32% rated their contact poor (all of the individuals who rated their contact poor received citations)
 - Overall, individuals who requested service or received written warnings rated their contact higher than individuals who were cited.

Survey results (Oct-2005)

Recommendation

- In addition to answering the questionnaire, more than half of survey respondents wrote comments and suggestions. We believe this type of feedback is important and useful.
- To continue to encourage feedback and look for ways to improve police-community relations, we recommend the Police Department discusses the results of these surveys with police officers, and arranges to conduct this type of independent survey annually or biannually.

Survey results (Oct-2005)

CITATION-WARNING SURVEY (ENGLISH)

City of Palo Alto
Office of the City Auditor

Dear Palo Alto resident or visitor:

In our continuing effort to deliver the best possible policing services to the community, the City of Palo Alto is conducting a survey. The purpose is to solicit your comments about your recent contact with the Palo Alto Police Department.

This survey is being conducted by the City Auditor's Office. Your name was selected at random among people who recently had contact with a member of the Police Department. Your responses will be kept anonymous, and will be used to help improve our policing services to the community. Thanks for your assistance.

Sharon W. Erickson
Sharon W. Erickson
City Auditor

PLEASE TELL US IF YOU AGREE WITH THE FOLLOWING STATEMENTS:

- | | Strongly Agree | Agree | Did Not Notice | Disagree | Strongly Disagree |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. The Officer was professional and courteous | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The Officer clearly explained the reason for stopping me | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. The Officer answered my questions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The Officer listened to my side of the story | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. The Officer treated me fairly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. The Officer had a respectful attitude | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Excellent | Good | Fair | Poor | Don't Know |
| 7. Overall, how would you rate your contact with the Palo Alto Police Department | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8. Comments or Suggestions: _____

FOR STATISTICAL PURPOSES, PLEASE TELL US ABOUT YOURSELF:

- Male Female Age: _____
- African-American Hispanic-American White
- Asian-American Other: _____
- Did you receive a: Citation Written warning
- What city do you live in? _____

P.O. Box 10250
Palo Alto, CA 94303
650.329.2629
650.329.2297 fax

CITATION-WARNING SURVEY (SPANISH)

City of Palo Alto

Office of the City Auditor

Estimado residente o visitante de la ciudad de Palo Alto:

En nuestro esfuerzo de tratar de mejorar los servicios de policía a la comunidad, la Ciudad de Palo Alto esta conduciendo un estudio. El propósito es de solicitar su comentario de su reciente contacto con el Departamento de Policía de la ciudad de Palo Alto.

Este estudio esta conducido por medio de la oficina del City Auditor's Office de Palo Alto. Su nombre fue seleccionado al azar de la gente que han tenido contacto recientemente con un miembro del departamento de policía. Sus comentarios se mantendrán anónimos, y se usaran para mejorar el servicio a la comunidad. Gracias por su ayuda.

Sharon W. Erickson
Sharon W. Erickson
City Auditor

POR FAVOR DIGANOS SI USTED ESTA DE ACUERDO DE LO SIGUIENTE:

	Fuertemente de acuerdo	De Acuerdo	Inadvertido	No estoy de Acuerdo	Fuertemente Discrepar
1. La conducta del oficial fue profesional y cortés.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. El oficial le explico claramente la razón porqué fue detenido	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. El oficial le contesto sus preguntas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. El oficial escucho su lado de la historia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. El oficial le trato con justicia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. El oficial tenia una actitud respetuoso	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. En general, ¿cómo calificaría el contacto que tuvo con el departamento de policía de Palo Alto?	Excelente <input type="checkbox"/>	Bueno <input type="checkbox"/>	Justo <input type="checkbox"/>	Pobre <input type="checkbox"/>	No sabe <input type="checkbox"/>
8. Comentario / sugerencia _____					

PARA PROPÓSITOS ESTADÍSTICOS, POR FAVOR DIGANOS DE USTED:

Hombre Mujer Su edad: _____
 Africano-Americano Hispano-Americano Caucásico
 Asiático -Americano Otro: _____

Recibió una: citación advertencia escrita

¿En que ciudad vive? _____

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SERVICE-REQUEST SURVEY (ENGLISH)

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Sharon W. Erickson
Sharon W. Erickson
City Auditor

PLEASE TELL US IF YOU AGREE WITH THE FOLLOWING STATEMENTS:

	Strongly Agree	Agree	Did Not Notice	Disagree	Strongly Disagree
1. My call was answered promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. My call was answered professionally and courteously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Given the nature of my call, the Officer responded promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The Officer was professional and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The Officer clearly explained what was going to happen next	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The Officer answered my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The Officer treated me fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The Officer had a respectful attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Excellent	Good	Fair	Poor	Don't Know
9. Overall, how would you rate your contact with the Palo Alto Police Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Comments or Suggestions: _____

FOR STATISTICAL PURPOSES, PLEASE TELL US ABOUT YOURSELF:

- Male Female Age: _____
- African-American Hispanic-American White
- Asian-American Other: _____

What city do you live in? _____

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SERVICE-REQUEST SURVEY (SPANISH)

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Office of the City Auditor

Estimado residente o visitante de la ciudad de Palo Alto:

En nuestro esfuerzo de tratar de mejorar los servicios de policía a la comunidad, la Ciudad de Palo Alto esta conduciendo un estudio. El propósito es de solicitar su comentario de su reciente contacto con el Departamento de policía de la ciudad de Palo Alto.

Este estudio esta conducido por medio de la oficina del City Auditor's Office de Palo Alto. Su nombre fue seleccionado al azar de la gente que han tenido contacto recientemente con un miembro del departamento de policía. Sus comentarios se mantendrán anónimos, y se usaran para mejorar el servicio a la comunidad. Gracias por su ayuda.

Sharon W. Erick
Sharon W. Erickson
City Auditor

POR FAVOR DIGANOS SI USTED ESTA DE ACUERDO DE LO SIGUIENTE:

	Fuertemente de acuerdo	De Acuerdo	Inadvertido	No estoy de Acuerdo	Fuertemente Discrepar
1. Mi llamada fue contestada rápidamente	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Mi llamada fue contestada en una manera profesional y cortés	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Dado a la clase de mi llamada, el oficial respondió rápidamente	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. La conducta del oficial fue profesional y cortés.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. El oficial me explico claramente lo que iba a pasar después.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. El oficial contesto mis preguntas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. El oficial me trato con imparcialidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. El oficial tenia una actitud respetuosa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Excelente	Bueno	Justo	Pobre	No sabe
9. En general, ¿cómo calificaría el contacto que tuvo con el departamento de policía de Palo Alto?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Comentario / Sugerencia: _____

PARA PRÓPÓSITOS ESTADÍSTICOS, POR FAVOR DIGANOS DE USTED:

- Hombre Mujer Su edad: _____
- Africano-Americano Hispano-Americano Caucásico
- Asiático -Americano Otro: _____

¿En que ciudad vive? _____

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APPENDIX C

SUMMARY RESULTS: SERVICE-REQUEST SURVEY 69 RESPONSES

	Strongly agree	Agree	Did not notice	Disagree	Strongly disagree	TOTAL ¹
The Officer clearly explained what was going to happen next	61%	26%	5%	6%	3%	100%
Given the nature of my call, the Officer responded promptly	65%	28%	2%	3%	3%	100%
The Officer answered my questions	65%	27%	2%	3%	3%	100%
The Officer was professional and courteous	73%	21%	0%	5%	2%	100%
The Officer had a respectful attitude	67%	27%	2%	3%	2%	100%
My call was answered professionally and courteously	62%	33%	3%	2%	0%	100%
The Officer treated me fairly	67%	28%	0%	3%	2%	100%
My call was answered promptly	65%	33%	0%	0%	2%	100%
	Excellent	Good	Fair	Poor	Don't know	TOTAL
Overall, how would you rate your contact with the PAPD	74%	18%	4%	4%	0%	100%

RESPONDENTS:

Male	40%
Female	60%
Age 10-19	3%
Age 20-29	14%
Age 30-39	33%
Age 40-49	21%
Age 50-59	12%
Age 60-69	7%
Age 70-79	3%
Age 80-89	7%
African-American	0%
Asian-American	22%
Hispanic-American	5%
White	67%
Other:	6%
Live in Palo Alto	62%
Bay Area	36%
Other	2%

¹ Totals may not add to 100% due to rounding.

**SUMMARY RESULTS: CITATION-WARNING SURVEY
94 RESPONSES**

	Strongly agree	Agree	Did not notice	Disagree	Strongly disagree	TOTAL ²
The Officer listened to my side of the story	22%	28%	10%	23%	18%	100%
The Officer treated me fairly	25%	31%	4%	18%	22%	100%
The Officer answered my questions	28%	32%	13%	17%	11%	100%
The Officer had a respectful attitude	26%	36%	5%	16%	17%	100%
The Officer was professional and courteous	26%	41%	4%	15%	14%	100%
The Officer clearly explained the reason for stopping me	34%	47%	0%	9%	11%	100%
	Excellent	Good	Fair	Poor	DK	TOTAL
Overall, how would you rate your contact with the PAPD	27%	28%	11%	32%	2%	100%

RESPONDENTS:

Male	50%
Female	51%
Age 10-19	11%
Age 20-29	18%
Age 30-39	8%
Age 40-49	26%
Age 50-59	18%
Age 60-69	8%
Age 70-79	4%
Age 80-89	6%
African-American	2%
Asian-American	12%
Hispanic-American	10%
White	66%
Other:	10%
Received a citation	86%
Received a written warning	14%
Live in Palo Alto	47%
Bay Area	48%
Other	5%

² Totals may not add to 100% due to rounding.

**CITATION-WARNING SURVEY CLUSTER RESULTS:
ONLY THOSE PERSONS WARNED
12 RESPONSES**

	Strongly agree	Agree	Did not notice	Disagree	Strongly disagree	TOTAL ³
The Officer listened to my side of the story	67%	25%	8%	0%	0%	100%
The Officer treated me fairly	75%	25%	0%	0%	0%	100%
The Officer answered my questions	75%	25%	0%	0%	0%	100%
The Officer had a respectful attitude	67%	33%	0%	0%	0%	100%
The Officer was professional and courteous	58%	42%	0%	0%	0%	100%
The Officer clearly explained the reason for stopping me	75%	25%	0%	0%	0%	100%

	Excellent	Good	Fair	Poor	Don't know	TOTAL
Overall, how would you rate your contact with the PAPD	82%	18%	0%	0%	0%	100%

RESPONDENTS:

Male	17%
Female	83%
Age 10-19	36%
Age 20-29	0%
Age 30-39	18%
Age 40-49	18%
Age 50-59	27%
Age 60-69	0%
Age 70-79	0%
Age 80-89	0%
African-American	0%
Asian-American	8%
Hispanic-American	17%
White	75%
Other:	0%
Live in Palo Alto	67%
Bay Area	25%
Other	8%

³ Totals may not add to 100% due to rounding.

**CITATION-WARNING SURVEY CLUSTER RESULTS:
ONLY THOSE PERSONS CITED
73 RESPONSES**

	Strongly agree	Agree	Did not notice	Disagree	Strongly disagree	TOTAL ⁴
The Officer listened to my side of the story	11%	28%	11%	30%	20%	100%
The Officer treated me fairly	15%	32%	6%	22%	25%	100%
The Officer answered my questions	17%	31%	17%	21%	13%	100%
The Officer had a respectful attitude	15%	38%	7%	21%	19%	100%
The Officer was professional and courteous	18%	43%	6%	18%	16%	100%
The Officer clearly explained the reason for stopping me	25%	51%	0%	11%	13%	100%

	Excellent	Good	Fair	Poor	Don't know	TOTAL
Overall, how would you rate your contact with the PAPD	14%	30%	14%	39%	3%	100%

RESPONDENTS:

Male	58%
Female	42%
Age 10-19	7%
Age 20-29	23%
Age 30-39	4%
Age 40-49	28%
Age 50-59	18%
Age 60-69	9%
Age 70-79	5%
Age 80-89	7%
African-American	3%
Asian-American	14%
Hispanic-American	9%
White	62%
Other:	13%
Live in Palo Alto	41%
Bay Area	54%
Other	5%

⁴ Totals may not add to 100% due to rounding.

**CITATION-WARNING SURVEY CLUSTER RESULTS:
WHITE RESPONSES COMPARED TO NON-WHITE RESPONSES
90 RESPONSES (NOT INCLUDING DECLINES TO STATE)**

WHITE RESPONSES (59 responses)

	Strongly agree	Agree	Did not notice	Disagree	Strongly disagree	TOTAL ⁵
The Officer listened to my side of the story	25%	27%	5%	20%	23%	100%
The Officer treated me fairly	27%	29%	2%	18%	25%	100%
The Officer had a respectful attitude	27%	31%	7%	15%	19%	98%
The Officer answered my questions	30%	30%	9%	18%	13%	100%
The Officer was professional and courteous	29%	36%	5%	12%	17%	100%
The Officer clearly explained the reason for stopping me	36%	45%	0%	5%	14%	100%
	Excellent	Good	Fair	Poor	DK	TOTAL
Overall, how would you rate your contact with the PAPD	26%	28%	9%	36%	2%	100%

NON-WHITE RESPONSES (31 responses)⁶

	Strongly agree	Agree	Did not notice	Disagree	Strongly disagree	TOTAL
The Officer listened to my side of the story	19%	32%	16%	29%	3%	100%
The Officer treated me fairly	26%	39%	3%	19%	13%	100%
The Officer had a respectful attitude	23%	45%	3%	19%	10%	100%
The Officer answered my questions	26%	35%	16%	16%	6%	100%
The Officer was professional and courteous	23%	48%	3%	19%	6%	100%
The Officer clearly explained the reason for stopping me	33%	47%	0%	17%	3%	100%
	Excellent	Good	Fair	Poor	DK	TOTAL
Overall, how would you rate your contact with the PAPD	32%	32%	14%	18%	4%	100%

⁵ Totals may not add to 100% due to rounding.

⁶ Non-White responses include 2 African-American, 11 Asian-American, 9 Hispanic-American, 2 American-Indian, 2 East Indian, 1 Pakistani, 1 Samoan, and 3 other.

APPENDIX D

COMMENTS AND SUGGESTIONS FROM SURVEY RESPONDENTS

Comments from respondents who requested service:

1. Although my officer did his job, he was a bit detached and did not have the best "people" skills. In other words, he did not go out of his way to be especially nice. He seemed slightly impatient when I was answering his questions, I felt like I was taking up his valuable time.
2. Catch more bike thieves!
3. Excellent. Called 11pm weeknight -- officer responded in 20 minutes on a stolen bike call.
4. Felt like we were inconveniencing him. Did not look in our eyes when we were talking to him.
5. Given the circumstance that occurred, I feel as if I was handled appropriately. However, I feel as if there were a need for more security in general in our Oregon Green area. Thanks!
6. Great contact. I do wish they had followed up with the case -- but understand this type of crime is not a priority. We sent video though.
7. I don't understand the \$40 charge for a police report. It took the officer about 30 sec. to find and print the report and about 3-4 minutes to fill out the forms to receive the payment. Should get first copy free, especially if you have the case number.
8. I had two separate conversations with the police dept: one with the emergency personnel who were rather rude and nasty; my second contact was with a police sergeant who could not have been nicer or more helpful. So: one contact was bad and the other was excellent.
9. I live at... and the barking dogs are very disturbing and annoying. I did call the Police Dept one evening, but didn't get an immediate response, but right now the situation is improved, but spasmodic.
10. I was told to make a report online. I never really had any contact with an officer.
11. I'm from D.C. where the police were less than helpful (and often openly hostile) to everyone. My whole family has been shocked by the friendliness and concern of the Palo Alto police department. Great job!!
12. Inform defendants of all rights before going to the police station. I was not able to not have my case not go before the DA's office -- even though nothing came about my case.
13. Keep up the good work -- we need you guys!
14. More funding is needed to investigate identity theft crimes.
15. More than one officer -- one was professional and courteous, the other was not.
16. Officer did not reply to my emails or phone calls asking for information about the case.
17. Please remove the homeless from downtown Palo Alto! They are ruining our city -- I won't even take my children there anymore. Please help!
18. Thank you again for taking our relatively small theft seriously, and for being so thorough in your investigation. It made all of us here feel well taken care of. The officers we saw were extremely professional and kind, and so was the office staff when I picked up the police report. Kudos to all!
19. Thank you for personally delivering my lost purse!
20. The initial call was just fine. After that, my phone calls were not returned and I still don't know if any action was taken regarding the case. Overall, my experience with the P.A. Police Department (my first, by the way) was frustrating and disappointing, which I found surprising. I'd expected better.
21. The officer who responded was very rude and made no attempt to be helpful or let us know how the situation was handled.
22. The P.A.P.D. has been great to work with.
23. This time my experience was positive, but at all other interactions with PA police I have found them short tempered and rude. On two occasions the officers have been indeed unprofessional!
24. We appreciate the responsiveness and dedication of the P.A.P.D.

25. We had an excellent experience with our police officer who went above and beyond the call of duty.
26. We have had two different reasons to contact and interact with the Palo Alto Police Dept in the past year. We were thoroughly impressed on both occasions. We couldn't imagine better service or professionalism.
27. Went in person to the Palo Alto Police Office downtown.

Comments from respondents who were cited:

28. After talking with the officer I have to say he was the most polite person I've ever met.
29. At a stop sign near a school he said I did not come to a complete stop. The citation stated I crossed the intersection at 1-2 miles per hour (drivers normally at 20-25 miles per hour). I must have come to a good stop. No other cars in sight. My first traffic ticket. I have lived in P.A. since 1947 and never had a ticket! I felt a warning would have been fair since there was no other person or car around. I certainly was not a hazard to anyone -- \$155.00 was so much for this slight problem.
30. Didn't happen to me, but seems like the police turn on their sirens too soon when a person is being pulled over. People try to go to a spot where they won't block or impede traffic flow, it's not like we don't notice the flashing lights. Thus, give a little more time.
31. Even though I received a citation for not wearing a seat belt, I appreciated the officer's concern for my safety. Thank you!
32. Good... under the circumstances :)
33. Having been a supporter to Palo Alto/Menlo communities for 20 years, as well as my family for 3 generations, I feel the citations I have received have never been just. Seat belt ticket as I am parking the car -- uncalled for -- and having to deal with officers that have nothing better to do. I spend enough money in Palo Alto for 25 people, so, in a nutshell, VERY unhappy with the PA Police dept.
34. He was polite, professional, well groomed, articulate and fair. He is a credit to the organization.
35. I did not notice the no left turn sign, but did not mean to break any law because I saw the officer there. I think I deserve a written warning.
36. I got a citation for turning down a street during morning commute hours. I live in Danville and have never seen a sign like this anywhere. I did not see this sign in Palo Alto. The officer was determined to cite me when a warning would have been appropriate. I am not pleased with how I was treated.
37. I have always found the PA police to be friendly but not anymore. The officer was very rude and made me feel like a horrible person for a little incident.
38. I have lived around Palo Alto for many years. I feel PAPD has always been a good department. Menlo Park PD seem bored -- maybe they could help you guys out.
39. I just moved into Palo Alto and was given a ticket right away! No warning. Welcome to the neighborhood! Right afterward, I got a call to my house asking for a donation to the police department. I didn't donate.
40. I made illegal right turn during rush hour. Many were caught with me. There is a problem in that area with congestion -- try to consider the drivers. We have no choice -- I'd probably do it again because the situation is horrible there.
41. I only have complaints about the location of the sign I got busted for, but the officer was very kind.
42. I think it would be very helpful for others if officers spoke another language other than English to be able to help more people when needed. I am interested in a career of law enforcement after high school.
43. I tried explaining my side, but he only cared about writing the citation.
44. I was caught in a trap at Homer and Alma employing the new electronic sign. The officer would push the "walk" button and wait for a victim. His manner was simultaneously formal and rude.
45. I was completely unaware of any infraction prior to being pulled over but I assume the officer was correct. I did not "see" a red light and go through it purposely, but I do not question the officer's veracity.

46. I was speeding (briefly) on Embarcadero road to pass a driver who had unexpectedly and illegally cut in front of me by changing lanes without looking. The officer acknowledged that probably happened, but he was not able to see that from where he was stationed he said. I believe he should have accepted my version without writing a citation. In general, PA officers are professional and courteous (as he was) but he should have acknowledged the validity of my brief speeding!
47. I was stopped for a red light violation entering El Camino from a right lane leading off University Avenue from Stanford. I stopped and looked around very carefully since I was confused by the signals. I thought I had green light, eased out carefully, and was stopped within a block of the light. I explained my confusion and my attempt to be cautious, and feel it would have been much more just to give me a warning. The officer was polite, but had no time for my story or would consider a warning. This is an expensive citation and I think a warning would have been much more appropriate.
48. I wasn't doing anything wrong. I was going the speed limit. He pulled me over because my car was flashy. I didn't know why he pulled me over in the first place till I read the ticket.
49. I work in retail and if I was to ever treat a customer the way I was treated, I'd lose my job. I never spoke with a police officer but a worker at the Humane Society. I was very upset by the disrespect I was shown.
50. Instead of listening to my explanation of why I was "speeding", the officer made an extremely sarcastic remark in response and then proceeded to write me a citation as quickly as possible, leading me to wonder if he needed just one more ticket to fill his quota for the month.
51. Keep up the good work!
52. My experience with Palo Alto Police is telling me that some peace officers need diversity classes.
53. Officer stopped me for tailgating. I am apparently from out of town, trying to get to the exit so I had to move to the right lane. It was only a few seconds that I had to make my move. The officer was not helpful when I asked about a street (my destination). I have to pay \$159!
54. Officer traps -- hides on sidewalk on his motorcycle
55. Officer would not listen. I was stopped for not having seat belt attached, but in fact it was.
56. Police harass, beat and even kill ordinary citizens. I fear and hate all fascist police.
57. Thank you for randomly selecting me to survey re: my recent and only ticket in Palo Alto. I have been living in Palo Alto for around 14 years without too much exchange with the local police force. I was rather upset with my exchange with the police officer who ticketed me this spring. I work 12 hours days like many others in Silicon Valley. In addition, I volunteer my time and service the community by teaching in the evening at... I recall the evening that I got the ticket. My class ran very late. I had put in a full 12 hour day in Silicon Valley so I was exhausted. I recall that I was one of the few cars driving on El Camino and was driving slowly as it was late... The police officer signaled me over and the officer must have had a bad day as he asked me if I knew what I did wrong in a very rude voice. I replied "no officer". To that he exclaimed rather rudely "How could you not know what you did wrong as you are sticking out like a sore thumb on this road without your headlights on!" Then he said "Are you drunk or something!" which was alarming to me as I am a businesswoman and I was dressed in a suit. I calmly said "No sir I teach evening school at ... and the class ran very late. My headlights are not automatic and the street is very light, so I did not notice." I did not say a word after that as obviously something was wrong with this individual to be so rude, I was the only car on the road, it was dark and face it he was a guy and he had a gun. I turned on my headlights and sat there until he ran his checks and let me leave. He gave me a ticket; walked away. I had hoped I would have gotten a warning... I felt that this person rudely took their bad day out on me.
58. The 1st police man that stopped me one time, he was very nice. The 2nd however was rude and not so willing to listen to my say. I think he was just out to stop anyone so that he can slap them with a ticket.
59. The arresting officer and the treatment I received were totally unwarranted.
60. The attitude was super cocky. I was pulled over for a red light at intersection of El Camino and Page Mill turning right. Officer was an old timer and wasn't the least bit interested in hearing anything I had to say.
61. The condescending attitude of the police officers is not necessary or productive.

62. The officer approached me AFTER I stopped, recognizing an innocent mistake I made (driving into a wrong-way street). Rather than helping me out, he... took more than 25 minutes to write the citation, while greeting friends that happened to pass nearby. This was a very aggressive and rude behavior. This is not a way to help citizens!
63. The officer asked for license and turned away to write a ticket without even telling me why he pulled me over!! I had to ask!! It is more usual to ask "Hi, do you know why I pulled you over?"
64. The officer kept his sunglasses on so I could not even see who I was talking to. I am an excellent citizen, worker mother, and if I had received a warning I would diligently try to never make the same mistake again. I know the officer doesn't know me, but I didn't feel respected at all! I felt very sad that this is the reality of how people are treated. I am sorry that the police feel that they have to operate this way.
65. The officer pulled me over for no license plate lights and gave me a fix-it ticket. I was told not to get out of my truck. When I checked later, both bulbs were on and working fine??? Why did she cite me!
66. The officer pulled me over on a narrow two-lane street at a blind curve. I braked when I heard the siren but rolled forward to a shoulder. The officer chastised me for not stopping immediately and scoffed that he didn't need me "dragging him into East Palo Alto." When I tried to speak to him about the reason he pulled me over, he was snappish and condescending.
67. The officer was abrupt and rude. His instructions were not clear. He did not allow me to state my side of the case.
68. The officer was extremely rude and disrespectful. He banged his fist on the hood of my car and "yelled" at me. I was shocked to be treated in this manner. The citation was dismissed in court.
69. The officer was very angry because I didn't pull over immediately. I began to drive slow and look for a place to pull over. I had just heard a traffic report on the radio because someone was on the freeway changing a tire and blocking the fast lane, and I also saw someone in the fast lane on the Dumbarton Bridge stopped and with no flares out. I just didn't want to block the bike lane on Stanford Campus. I didn't know what to do. He said "I control the road!" How can I stop in the middle of the street? I don't think his attitude was fair.
70. The Palo Alto police should seriously back off! Listen, I know the PD serves an important role, but creating traps for motorists is unfair and unethical. How can we respect the Police and the Law if the Police use unfair and childish means to trap motorists?
71. The Police Department does very good and professional job. The unfair negative local newspaper coverage is biased against law enforcement, and does not reflect very good quality work performed by the Palo Alto police work.
72. The police... should have given me a written warning and detail explained the reason for stopping me. The ticket is not fair.
73. They are doing a good job.
74. Traffic tickets are disproportionately higher for minor violations than in other countries.
75. Warnings instead of fix it tickets
76. Would it be possible to use more cameras to control the traffic? For me as a European it was very paralyzing to notice a police car behind me -- and how it happened, I then made a mistake.

Comments from respondents who were received a written warning:

77. I was issued a "fix-it" ticket for dog license. After obtaining one from Animal Control I was told to take it to City Hall to prove I had it. City Hall however knew nothing about this procedure but after numerous calls, they called to notify officer that correction had been obtained.
78. Keep up the good work.
79. My contact was through my...son who was caught taking a soda from a merchant. Officer was direct and informed my son of future consequences of this behavior. My son was very scared. He (I believe) taught him a lesson -- however ARRESTING him was too harsh a punishment in my opinion.

80. One day Police stop me because I was lost, and I forgot my license, and I told my side of the story to the police, and he listened to my side of the story. He gave me fair warning to come and show proof of my driver's license to the court, and it was OK. Thanks for police like that. He understood, and we know how to respect others once again. Thanks.
81. Spend less time stopping people for small things like a stop sign on a bicycle (10 minutes each person, 4 people) and more time on more important things.
82. The officer was very kind and did his job well, very well.
83. Well, if I would have gotten a ticket, my answers may have been different. But the overall effect of my driving within the law's requirements is probably better. This is due to her treating me as a person -- worrying about me. She was able to convey that her concern was "my safety."
84. When I thanked the officer for a warning fix-it ticket, he seemed almost sad that some think the officers are not kind to the public.

Unsolicited comments from others:


85. I kept hoping to be part of the driver survey to judge police treatment of traffic problems. At the corner of Page Mill and Deer Creek... there were 4 police cars waiting to ticket 4 commuters making a right turn – and we all got ticketed! It is at the place where 3 lanes merge into two, and just before the dotted white line that allows cars into bike lanes. At the speed allowed, it's a very tough spot, and to be able to move right gives merging cars a change to safely blend in. I feel it was almost a trap – and of course messed up traffic even more. I paid my fine, but it will be a long time until I pay sales tax in Palo Alto if I can shop elsewhere. That's my way of protesting.
86. I read the article in the Palo Alto Daily about a survey you are conducting to rate the city's officers conduct during traffic stops. That article has prompted me to write to you about an incident that happened with me several years ago. Early one Monday morning I was stopped on Stanford Avenue by a female officer who was extremely rude to me. She screamed at me several times, once when I got out of my vehicle to approach her after waiting for a rather long time for her to come to my car. (I was uncertain as to what I should do because in earlier years drivers were expected to get out of their vehicles to approach the officers.) I got back into my car and when she did approach my vehicle she again screamed at me to turn off my radio. Some other words were exchanged but I am not certain what they were. Also, when she had stopped her vehicle it was rather far back from me and was blocking a driveway unnecessarily. The resident of the house approached and asked her politely to move her car because he wanted to leave for work. She screamed at him and told him to wait until she was ready to leave. Her actions were completely unnecessary...

City of Palo Alto

Police Department

February 1, 2006

TO: Sharon Erickson, City Auditor

FROM: Lynne Johnson, Police Chief 

SUBJECT: Police Community Survey Results

Lynne Johnson
Chief of Police

I have reviewed the results of your car stop survey. I appreciate your willingness to conduct this survey and thank you for your assistance.

I agree with your recommendations and in fact have shared not only the results, but the comments made by many of the people who submitted the surveys. While the results of the survey are quite positive and demonstrates the professional service the Department provides, as some of the comments indicate, there is room for improvement. I have asked that the officers use especially the comments as reminders that a person's only interaction with an officer that will determine not only their perception of the individual officer, but that of all officers may be the result of their demeanor on that traffic stop. With your assistance, we will conduct a follow-up survey in a year.

275 Forest Avenue
Palo Alto, CA 94301
650.329.2406
650.329.2565 fax
650.617.3120 Administration fax