

**WESTERN SPRINGS POLICE DEPARTMENT  
ACCREDITATION MANAGER DAISY CHAVEZ**



**MEMORANDUM**

**Date:** February 21, 2020  
**To:** Chief Brian Budds  
**RE:** 2019 Traffic Stop Survey Summary

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**METHODOLOGY**

As a matter of review, ten surveys are mailed to individuals who received a traffic stop warning ticket each month. Traffic stops are selected from the previous month, once all warning tickets have been entered to the law enforcement records system, New World. Individuals are selected at random based on the following criteria:

1. Only traffic stop warning contacts are selected.
  2. The individual does not need to be a Western Springs resident.
  3. Agency members are selected for survey mailing as evenly as possible. The logic is to obtain an overview of the agency as a unit, as opposed to the performance of the employee.
  4. The Police Chief and Deputy Police Chief are not selected due to their daily responsibilities, which do not include conducting traffic stops.
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**2019 RESPONSES**

A total of 120 surveys were mailed in 2019. Twenty-six completed surveys were returned, for a response rate of 21.6%. As the surveys were returned, responses were recorded and tabulated in the following form:

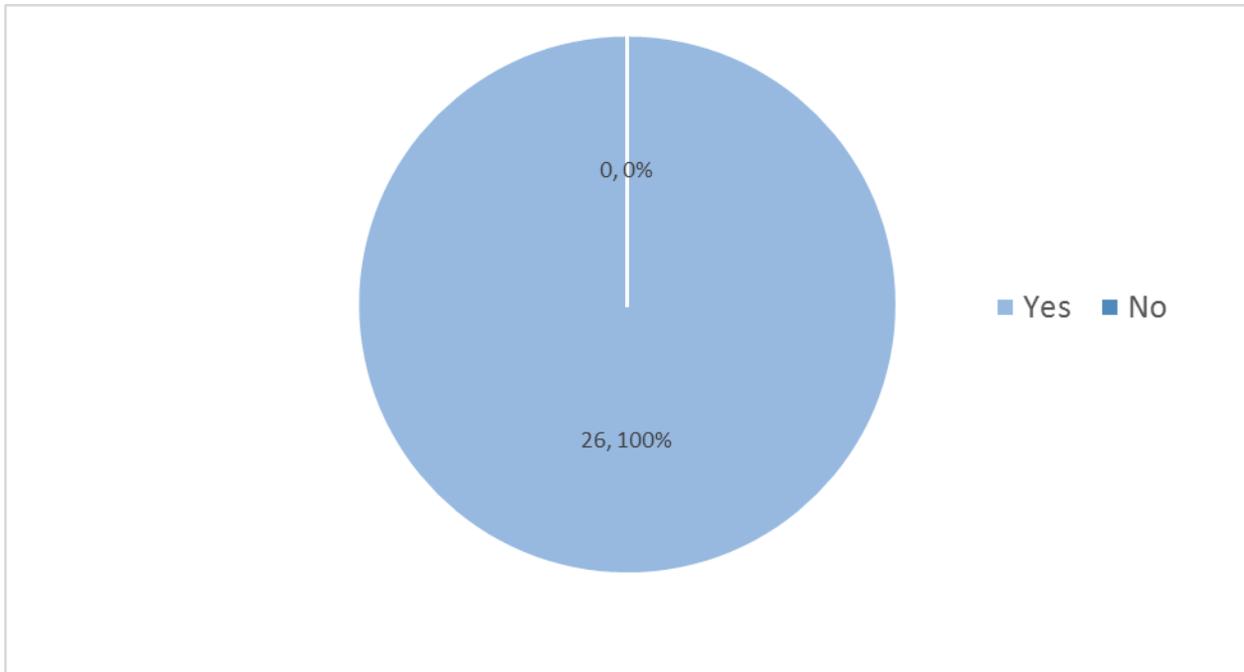
**Question 1: Do you feel that the officer adequately explained the reason you were stopped?**

Every respondent that completed the survey felt the officer amply explained the reason they were stopped.

Yes	26
No	0

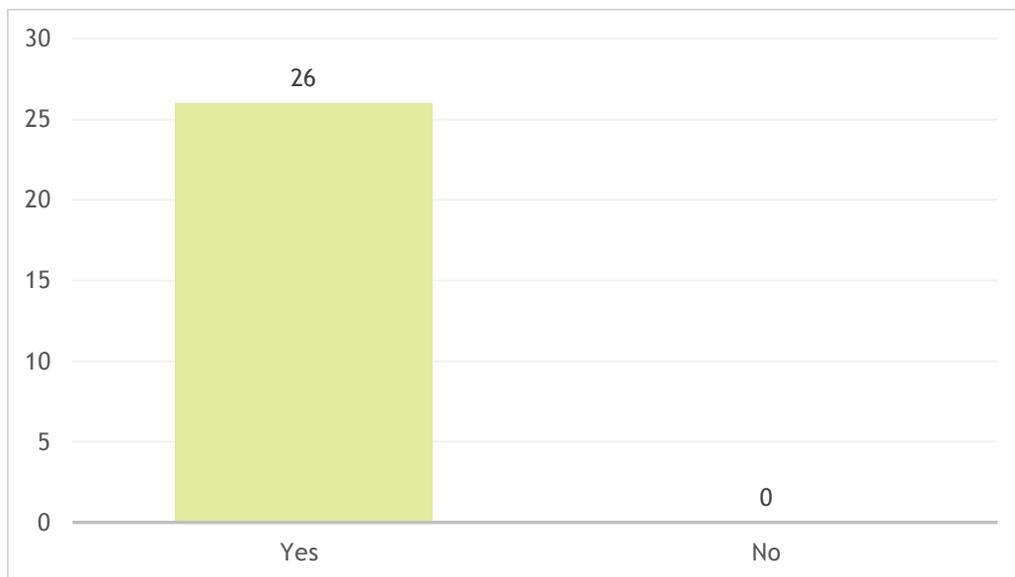
**Question 2: Was the officer courteous and professional in his/her conduct?**

All surveys revealed the officer was courteous and professional in his/her conduct.



**Question 3: Keeping in mind that a traffic stop usually has certain negative characteristics and you might feel you didn't deserved to be stopped; do you feel that you were treated in a fair and professional manner?**

Respondents felt they were treated in a fair and professional manner.



## ADDITIONAL COMMENTS

The following responses were recorded without editing:

1	This survey would be better geared to elected officials than the police officers just trying to do their jobs. Especially in Cook County.
2	Officer Hass stated the problem clearly & briefly beginning of the stop & end of the stop “Driving too fast esp. w. icy conditions.” Also added be careful at the end.
3	Your officer was just great I would rate him a “ten” thank you.
4	I have to add that I believe the Officer went above and beyond. He assisted me in putting my license sticker on and was also very patient while I attempted to pull my insurance info online as I did not have the physical card. Thank you!
5	I have had nothing but bad experience with the W.S. police after almost 35 years of living in La Grange. This was the exception. She did a great job and was very professional.
6	She was very nice and professional.

## SUMMARY OF SURVEY RESPONSE

In 2019, the Western Springs Police Department recorded and tabulated traffic stop warning tickets for a full year, with a return rate of 21.6%. The survey provides individuals the opportunity to express their opinion on the performance of the Police Department.

Responses were significantly positive with all individuals indicating the officer adequately explained the reason they were stopped (Question 1); officer was courteous and professional in his or her conduct (Question 2); and individuals felt that they were treated in a fair and professional manner (Question 3). Every survey expressed admirable feedback on the officers’ performance. The agency values the publics’ comments and takes respondents insight into great consideration when evaluating the direction of the Police Department.