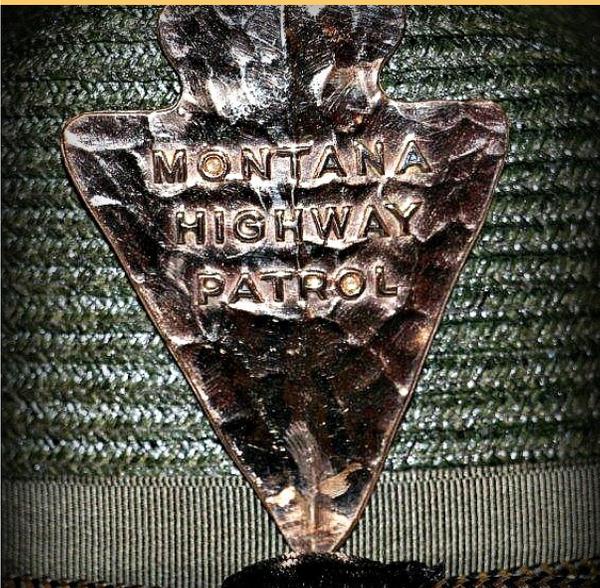


MONTANA HIGHWAY PATROL



Public Opinion Survey Report 2018



For further information contact:
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MESSAGE FROM THE COLONEL

October 30, 2018



Dear citizens of Montana,

Since 1935 the Montana Highway Patrol has been committed to maintaining the public's trust, remaining technologically advanced, and efficiently using the resources entrusted to us. Achieving this requires continuous and dynamic discussions from inside and outside the agency. All feedback is important, but one of the most important is — and has always been — yours as citizens of our great state.

These commitments are not taken lightly and are in a constant state of review by Patrol Command Staff. That review is dependent upon input from various parties that include Montana government professionals as well as the citizens that travel our state's highways. That is why in early 2018, I directed the Montana Highway Patrol to collaborate with the professionals at OrgVitality, LLC, a New York-based consulting firm that specializes in public opinion surveys to develop and administer a comprehensive Montana-focused survey that would allow any citizen the opportunity to rate and comment on our agency's multitude of services. The results — your results — are to be used in the assessment of our agency's current and future direction.

The survey was constructed and implemented during the summer travel season of 2018. The results were tabulated and are detailed in this brochure. I'm pleased and humbled to announce the responses were overwhelmingly positive in our agency's operations. Additionally, we will be weighing the direction of the Montana Highway Patrol with your responses in mind.

Thank you for your participation and safest travels,

A handwritten signature in black ink, appearing to read "Tom Butler".

Colonel Tom Butler

THE MISSION

OF YOUR MONTANA HIGHWAY PATROL
IS TO FOCUS ON SAFEGUARDING THE LIVES,
& CONSTITUTIONAL RIGHTS OF PEOPLE
TRAVELING THE WAYS OF OUR STATE.



WE SUPPORT THE MISSION
OF THE MONTANA DEPARTMENT OF JUSTICE

BY PROVIDING **COURTEOUS
PROFESSIONAL
COMPASSIONATE
& RESPONSIVE SERVICES**

IN THE AREAS OF

**COMMUNITY EDUCATION,
ENFORCEMENT, INVESTIGATIONS,
SUPPORT SERVICES, INTERAGENCY COLLABORATION
& COMMUNITY INVOLVEMENT**



WE ARE COMMITTED
TO MAINTAINING THE PUBLIC'S TRUST,
BEING TECHNOLOGICALLY ADVANCED
& EFFICIENTLY USING THE RESOURCES ENTRUSTED TO US



MISSION AND VALUES

OUR MISSION

The mission of your Montana Highway Patrol is to focus on safeguarding the lives, property, and constitutional rights of people traveling the ways of our State.

We support the mission of the Montana Department of Justice by providing courteous, professional, compassionate and responsive services in the areas of community education, enforcement, investigations, support services, interagency collaboration and community involvement.

We are committed to maintaining the public's trust, being technologically advanced and efficiently using the resources entrusted to us.

The Patrol's 243 troopers cover great distances to police our state highways, assist other law enforcement agencies and help motorists in need. Each year, the men and women of the Patrol:

- Drive more than 5.5 million miles
- Respond to over 160,000 calls for service
- Issue more than 85,000 arrest tickets and more than 100,000 warning tickets

Our Values

Montana is rich in natural beauty and history. From Glacier Park in the west to Makoshika Park in the east, the men and women of the Montana Highway Patrol are working hard to make your travels safe and enjoyable.

The Highway Patrol's core values are "Service, Integrity and Respect." These values are reflected in our commitment to public safety through diligent and fair enforcement of our traffic codes. The Montana Highway Patrol believes that public safety is a partnership. We need your help by buckling up, slowing down, and not drinking and driving. Together we can make Montana a safer place to live and drive.

The Montana Highway Patrol seeks to improve the services it provides through the use of innovative technology and the recruitment of people who reflect the population we serve. The views of a diverse workforce help us better serve all Montana citizens. We encourage women and minorities to apply for positions within the Patrol.

It was with our mission and values in mind that we commissioned this first-ever public opinion survey of the people of Montana.

INTRODUCTION

We embarked upon our first public opinion survey in order to give voice to residents, those who work in Montana, and those who visit so that we may continue to improve upon our efforts.

The 2018 survey was designed to measure public opinion on officer outreach with an emphasis on understanding the needs and concerns of the Native American population, as well as local tourists. The survey, which was administered by a third party, OrgVitality, was offered in both English and Spanish. In order to solicit feedback from a large, diverse population, the Montana Highway Patrol publicized the survey by distributing contact cards, issuing press releases, posting on social media, and enlisting the help of community partners.

This report outlines the survey findings. Should you have any questions or comments, contact Captain Jim Hunter JHunterJr@mt.gov.



WHO DID WE HEAR FROM?

843
Individuals



The survey, which was open from June 15th through September 7th, was administered by a New York-based third-party consulting firm, OrgVitality. In order to attract a large and diverse number of respondents, the survey was administered online in both English and Spanish, with a coordinated effort to make residents and tourists aware of the survey.

Ethnicities

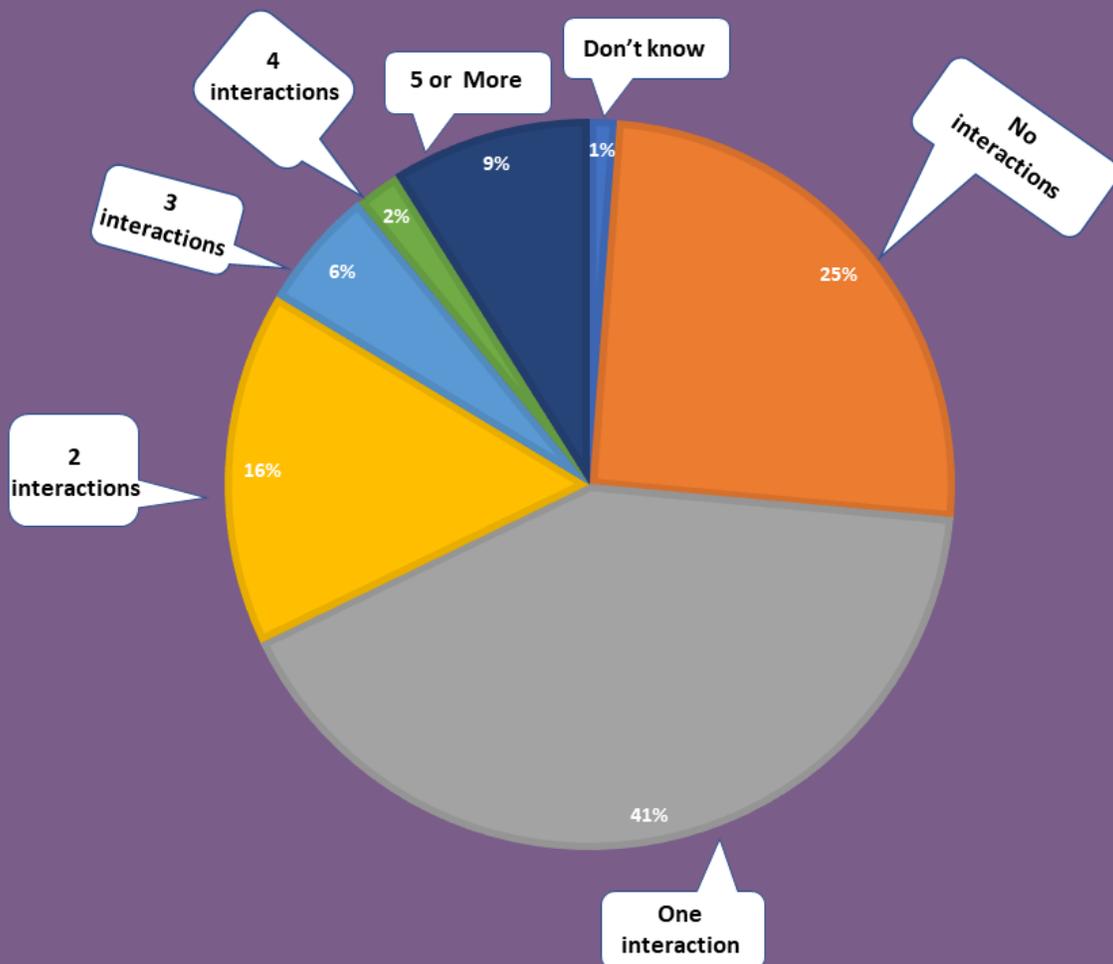
African American	.94%
Asian or Pacific Islander	1.42%
Hispanic Latino	1.66%
Multi-Racial	2.6%
Native American	2.13%
White/Caucasian	87.5%
Other	2.8%



TYPES OF INTERACTIONS

Contacted by a Trooper	37%
Community Engagement Event	14%
Involved in/Witnessed a Traffic Crash	13%
Roadside Assistance	12%
Dialed Montana Highway Patrol	12%
Tribe or Reservation Related	1.5%
Other	32%

NUMBER OF INTERACTIONS FROM SURVEY RESPONDERS



SURVEY HIGHLIGHTS

The survey findings reflect the diverse mix of respondents.

78% Rate Montana's highways and interstates as safe or very safe

87% Are satisfied with Montana Highway Patrol acting in a professional and honorable manner

84% Believe Montana Highway Patrol has an effective impact on the community

82% Trust the Montana Highway Patrol

79%

Say Montana Highway Patrol are effective in listening to community concerns

86%

Say Montana Highway Patrol treat all fairly under the law

86%

Say Montana Highway Patrol is effective in enforcing the law



BUILDING POLICE TRUST AND LEGITAMACY

Many respondents were satisfied with their interactions with the Montana Highway Patrol, and appreciated the help they provide.

Very safety conscious and well mannered.

[The officer] showed up IMMEDIATELY behind us [after a tire blowout], helped us as to who to contact for what we needed, and stayed with us until he was sure we had help on the way.

I was stopped for speeding...[the trooper] was pleasant, courteous, and direct. His demeanor was professional and compassionate. [The trooper] explained in clear terms my rights and options. My speeding ticket was issued in very little time and I was on my way. Very happy with the respect this trooper provided.

[The officer] was really professional, made me comfortable to talk to him and gave me time to explain my self. I really appreciate and respect you all.

92%

of respondents say they are treated with respect by the Montana Highway Patrol

A CALL TO ACTION

The core values of the Montana Highway Patrol are service, integrity, and respect. These values were at the core of our survey effort, from the creation of the survey through the interpretation of results and now as we embark on a journey to act on the findings.

Having given a voice to those in our community, we now have the opportunity to identify our strengths, as well as areas ripe for improvement. Ultimately, giving Montana residents and tourists a voice will help Montana Highway Patrol partner with the public in order to better protect and serve.

Over the next few months, we will continue to review the survey findings, prioritize areas for improvement, and develop concrete action plans for this work. Montana residents can expect to hear from us again on these improvement efforts, as we work to bring positive change for the people of Montana.

