



Australian Government
Australian Research Council

EI
2018
ENGAGEMENT
AND IMPACT



Engagement and Impact 2018

The University of Queensland

QLD16 (SS) - Impact

Overview

Title

(Title of the impact study)

Giving police a better way to engage with people: How a different dialogue changed perceptions and compliance

Unit of Assessment

16 - Studies In Human Society

Additional FoR codes

(Identify up to two additional two-digit FoRs that relate to the overall content of the impact study.)

11 - Medical and Health Sciences

Socio-Economic Objective (SEO) Codes

(Choose from the list of two-digit SEO codes that are relevant to the impact study.)

94 - Law, Politics and Community Services

Australian and New Zealand Standard Industrial Classification (ANZSIC) Codes

(Choose from the list of two-digit ANZSIC codes that are relevant to the impact study.)

77 - Public Order, Safety and Regulatory Services

Keywords

(List up to 10 keywords related to the impact described in Part A.)

Community safety

Crime prevention

Police legitimacy

Public trust

Crime reduction

Police legitimacy

Procedural justice

Citizen safety

Public safety

Community resilience

Sensitivities

Commercially sensitive

No

Culturally sensitive

No

Sensitivities description

(Please describe any sensitivities in relation to the impact study that need to be considered, including any particular instructions for ARC staff or assessors, or for the impact study to be made publicly available after EI 2018.)

Aboriginal and Torres Strait Islander research flag

*(Is this impact study associated with Aboriginal and Torres Strait Islander content?
NOTE - institutions may identify impact studies where the impact, associated research and/or approach to impact relates to Aboriginal and Torres Strait Islander peoples, nations, communities, language, place, culture and knowledges and/or is undertaken with Aboriginal and Torres Strait Islander peoples, nations, and/or communities.)*

No

Science and Research Priorities

(Does this impact study fall within one or more of the Science and Research Priorities?)

Yes

Science and Research Priority	Practical Research Challenge
Health	Improved prediction, identification, tracking, prevention and management of emerging local and regional health threats.

Impact

Summary of the impact

(Briefly describe the specific impact in simple, clear English. This will enable the general community to understand the impact of the research.)

How police engage with citizens affects community perceptions of their role in society and impacts on their ability to perform their policing duties efficiently and effectively. To create and maintain safe communities, UQ researchers developed a world-first structured dialogue, changing how police interact with people from different backgrounds. This dialogue has empowered police in Australia and overseas to influence greater mutual dignity and respect during encounters by helping citizens better understand the reasons for police actions. The subsequent improved perceptions of police as trustworthy and legitimate improved some driver behaviours in Australia and how police engage with citizens in this country, the United States, England, Scotland and Turkey.

Beneficiaries

(List up to 10 beneficiaries related to the impact study)

Citizens of Queensland and other states in Australia

Citizens elsewhere in the world, particularly the US, UK, Turkey

Queensland Police Service

Police agencies elsewhere in Australia and New Zealand, particularly WA Police, Victoria Police and New Zealand Police

Police agencies elsewhere in the world, particularly in the US (South Carolina), UK (Scotland and West Midlands Police), and Turkish National Police

Countries in which the impact occurred

(Search the list of countries and add as many as relate to the location of the impact)

Australia
New Zealand
United States of America
Scotland
England
Turkey

Details of the impact

(Provide a narrative that clearly outlines the research impact. The narrative should explain the relationship between the associated research and the impact. It should also identify the contribution the research has made beyond

academia, including:

- *who or what has benefitted from the results of the research (this should identify relevant research end-users, or beneficiaries from industry, the community, government, wider public etc.)*
- *the nature or type of impact and how the research made a social, economic, cultural, and/or environmental impact*
- *the extent of the impact (with specific references to appropriate evidence, such as cost-benefit-analysis, quantity of those affected, reported benefits etc.)*
- *the dates and time period in which the impact occurred.*

NOTE - the narrative must describe only impact that has occurred within the reference period, and must not make aspirational claims.)

How police engage with citizens affects community perceptions of their role in society. It also impacts on their ability to perform their policing duties efficiently and effectively, to create and maintain safe communities. When police treat people with dignity and respect, they are seen as trustworthy in their motives. When they give citizens the opportunity to participate and voice their issues during encounters, and when police are seen as neutral and unbiased in their decisions, then citizens view the police as being legitimate authorities. The more police are accepted as legitimate, the more citizens are willing to comply with police requests and obey the law.

UQ researchers developed a world-first structured dialogue to change how police interact with people from different backgrounds. The dialogue, which operationalised the principles of procedural justice, has empowered police in Queensland (Qld), the US, England, Scotland and Turkey to influence greater mutual dignity and respect during encounters. Citizens have gained a better understanding of the reasons for police actions. The subsequent improved perceptions of police as trustworthy and legitimate have helped change drink driving behaviour in Australia, towards saving lives and millions of dollars not lost to alcohol-related traffic crashes. These outcomes have prompted changes to the development and content of some police training programs.

This world-first intervention was tested under Randomised Controlled Trial (RCT) conditions. The Qld Community Engagement Trial (QCET), was conducted in the context of Random Breath Testing (RBTs) in Brisbane. The UQ team worked closely with the Metropolitan South District police to implement the trial with 21,000 drivers.

Behaviour change: UQ researchers found that drivers who experienced the QCET RBT stops reported a change in their driving behaviour subsequent to engaging with police through the QCET. Initially, Qld Police Service (QPS) conducted about 3 million RBTs each year using a standard 20-second procedure. UQ researchers worked with QPS to change police department RBT policies and procedures to lengthen the average 20-second RBT encounter to a 40 or 60-second encounter with the QCET dialogue and, at the same time, maintain the quantity of RBTs each year. This longer, QCET approach is now used in many police regions in Qld changing the standard operating procedure and outcomes for millions of RBT encounters.

Reduced risk of alcohol-related traffic crashes: Our research showed that the QPS needed to implement the longer QCET dialogue and, at the same time, maintain the 1:1 ratio of RBTs to the number of licensed drivers in Qld to reduce the number of alcohol-related traffic crashes. Other states in Australia at the time, particularly WA, had a 1:3 ratio. WA's alcohol-related crash rate was dramatically higher than Qld's. As a result of our team presenting a research report and engaging in media interviews, WA adopted a longer encounter using the QCET dialogue and changed its RBT policies so that it now has a 1:1 ratio, ensuring that police conduct at least one Random Breath Test (RBT) per licensed driver every year. Significantly, our modelling of this action showed that doubling the monthly ratio would almost halve the number of crashes and save more than 10 lives/year. The annual financial cost saving could be four times greater than the cost of conducting RBTs. The results prompted the WA Police Deputy Commissioner Stephen Brown to state: "Our numerical target in WA is now 1.8M RBTs per annum which we consistently hit. WA has 2.6M people and approx 1.8M drivers so the ratio is now about 1:1."

Transferrable tactics: The QCET structured dialogue and process has been expanded into training programs beyond traffic encounters throughout Australia. This demonstrates that the intervention can be adapted and used in different types of police-citizen encounters. For example, Qld police have embedded the QCET dialogue in recruitment training, for crime scene investigators targeting residential burglaries and encounters targeting drug dealing in hotel rooms (Brisbane City Criminal Investigations Bureau Operation Galley).

International adoption: The QCET structured dialogue was replicated in studies in Scotland, England, the US and Turkey between 2012-2015. This led to the QCET dialogue being infused in road policing training in Scotland. The West Midlands Police introduced it to training programs for community support officers and for police engagement in a high risk terrorist context at the Birmingham Airport (UK). Richland County (South Carolina, US) adopted the QCET dialogue for roadblock operations, and police responding to residential housebreaks in Prince George's County (Maryland, US) also now use the dialogue. Turkey National Police officials have since used data from the study to improve how they interact with citizens.

The QCET has helped to elevate legitimacy policing in the US. UQ's foundational work was cited in President Obama's Task Force Report on 21st Century Policing in 2015. The task force was created in late 2014 in response to increasing tensions and related events between police and citizens. The Report included six pillars of reform, with our work on legitimacy policing supporting Pillar One: "Building Trust and Legitimacy". An update/implementation report in 2016 identified nine states and cities in the US that had adopted the task force's recommendations.

In 2016 the US Department of Justice identified the QCET on its Crime Solutions website as evidence of how the police should engage with members of the public. All programs and practices presented on CrimeSolutions.gov are screened, reviewed, and rated using a rigorous standardised process. The Crime Report recognised the site's launch as one of the ten most significant news stories in criminal justice in 2011. In early 2013, the website had more than 60,000 visitors per month.

Associated research

(Briefly describe the research that led to the impact presented for the UoA. The research must meet the definition of research in Section 1.9 of the EI 2018 Submission Guidelines. The description should include details of:

- what was researched
- when the research occurred
- who conducted the research and what is the association with the institution)

In 2012, UQ researchers led by Prof Lorraine Mazerolle published a series of papers and a Campbell Collaboration systematic review on Legitimacy Policing based on research undertaken at UQ from 2009 to 2012. The review covered academic and grey literature that reported results of legitimacy policing intervention studies published from 1980 to 2009. The interventions reviewed used the four principles of procedural justice policing: treating people with dignity and respect; conveying trustworthy motives; giving citizens opportunities to participate and voice their issues during encounters; and making neutral and unbiased decisions. The review found that interventions using at least one of the principles led citizens to change their perceptions of police encounters and subsequent behaviour. The review also revealed that these principles had not been translated into a practical means of guiding how police engage with citizens.

Funded by the ARC Centre of Excellence for Policing and Security, in partnership with the Queensland Police Service, researchers used the results of the systematic review to create a world-first structured dialogue for better police-citizen engagement. The Queensland Community Engagement Trial tested the dialogue in Random Breath Test encounters and discovered that the intervention improved citizens' overall views of police and changed their drink driving behaviour, with the primary results were published in 2012 and subsequent results published worldwide.

FoR of associated research

(Up to three two-digit FoRs that best describe the associated research)

16 - Studies in Human Society

11 - Medical and Health Sciences

References (up to 10 references, 350 characters per reference)

(This section should include a list of up to 10 of the most relevant research outputs associated with the impact)

Mazerolle, L., Antrobus, E., Bennett, S., & Tyler, T. R. (2013). Shaping citizen perceptions of police legitimacy: A randomized field trial of procedural justice. *Criminology*, 51(1), 33-63.

Mazerolle, L., Bennett, S., Antrobus, E., & Eggins, E. (2012). Procedural justice, routine encounters and citizen perceptions of police: Main findings from the Queensland Community Engagement Trial (QCET). *Journal of experimental criminology*, 8(4), 343-367.

Mazerolle, L., Bennett, S., Davis, J., Sargeant, E., & Manning, M. (2013). Procedural justice and police legitimacy: A systematic review of the research evidence. *Journal of experimental criminology*, 9(3), 245-274.

Mazerolle, L., Bennett, S., Davis, J., Sargeant, E., & Manning, M. (2013). Legitimacy in policing: A systematic review. *Campbell Systematic Reviews*, 9(1).

Murphy, K., Mazerolle, L., & Bennett, S. (2014). Promoting trust in police: Findings from a randomised experimental field trial of procedural justice policing. *Policing and Society*, 24(4), 405-424.

Mazerolle, L., Sargeant, E., Cherney, A., Bennett, S., Murphy, K., Antrobus, E., & Martin, P. (2014). *Procedural justice and legitimacy in policing*. Springer.

Ferris, J., Mazerolle, L., King, M., Bates, L., Bennett, S., & Devaney, M. (2013). Random breath testing in Queensland and Western Australia: Examination of how the random breath testing rate influences alcohol related traffic crash rates. *Accident Analysis & Prevention*, 60, 181-188.

Higginson, A., & Mazerolle, L. (2014). Legitimacy policing of places: the impact on crime and disorder. *Journal of experimental criminology*, 10(4), 429-457.

Sargeant, E., Murphy, K., Davis, J., & Mazerolle, L. (2012). Legitimacy and policing. *Policing and Security in Practice*, 20-36.

Antrobus, E., Elffers, H., White, G., & Mazerolle, L. (2013). Nonresponse Bias in Randomized Controlled Experiments in Criminology: Putting the Queensland Community Engagement Trial (QCET) Under a Microscope. *Evaluation review*, 37(3-4), 197-212.

Additional impact indicator information

Additional impact indicator information

(Provide information about any indicators not captured above that are relevant to the impact study, for example return on investment, jobs created, improvements in quality of life years (QALYs). Additional indicators should be quantitative in nature and include:

- name of indicator (100 characters)
- data for indicator (200 characters)
- brief description of indicator and how it is calculated (300 characters.)

Name

Change in the Western Australian ratio of Random Breath Tests (RBTs) to licensed drivers

Indicator Data

WA Alcohol Related Traffic Crash (ARTC) data based on Blood Alcohol Content (BAC) reaching 0.05g/ml of alcohol in blood, number of licensed drivers and RBTs administered per year from 2001 to 2011

Indicator Description

We transformed the percentage of RBTs to licensed drivers on a log scale (natural log) – $\ln(\text{ratio})$, N of crashes (per 10000 RBTs) = $0 + _1 \ln(\text{ratio})$. The results show that increasing the monthly ratio of RBTs to licensed drivers to 1:1 would yield a drop in the number of ARTCs per year.

Name

More than doubling the number and increasing the cost of RBTs conducted by police in WA per year

Indicator Data

WA Police RBT data supplied to authors and estimates of the cost of RBTs come from Vos, Carter, & Barendregt (2010)

Indicator Description

With the cost per RBT on average being \$6, more than doubling the number of RBTs in WA per year meant increasing the monthly average number of RBTs from 60,000 to 150,000 per month: an extra 90,000 RBTs/month. This equates to $\$6 \text{ per RBT} * 90,000 * 12 = \6.48M p.a. extra spent on RBTs per year.

Name

Number of lives saved in WA per year as a result of increasing the annual number of RBTs

Indicator Data

Alcohol Related Traffic Crash (ARTC) data based on Blood Alcohol Content (BAC) reaching 0.05g/ml of alcohol in blood, number of licensed drivers and RBTs administered per year from 2001 to 2011

Indicator Description

Using joinpoint analysis fitted to the WA ratio data shows that for every 1% increase in the ratio of RBTs to licensed drivers there is a 13.6% decrease in the number of ARTCs per 10,000 RBTs. This translates into 12 lives saved per year.