



OPINION RESEARCH

New Orleans Crime Coalition

February 2015 Citizen Satisfaction Study

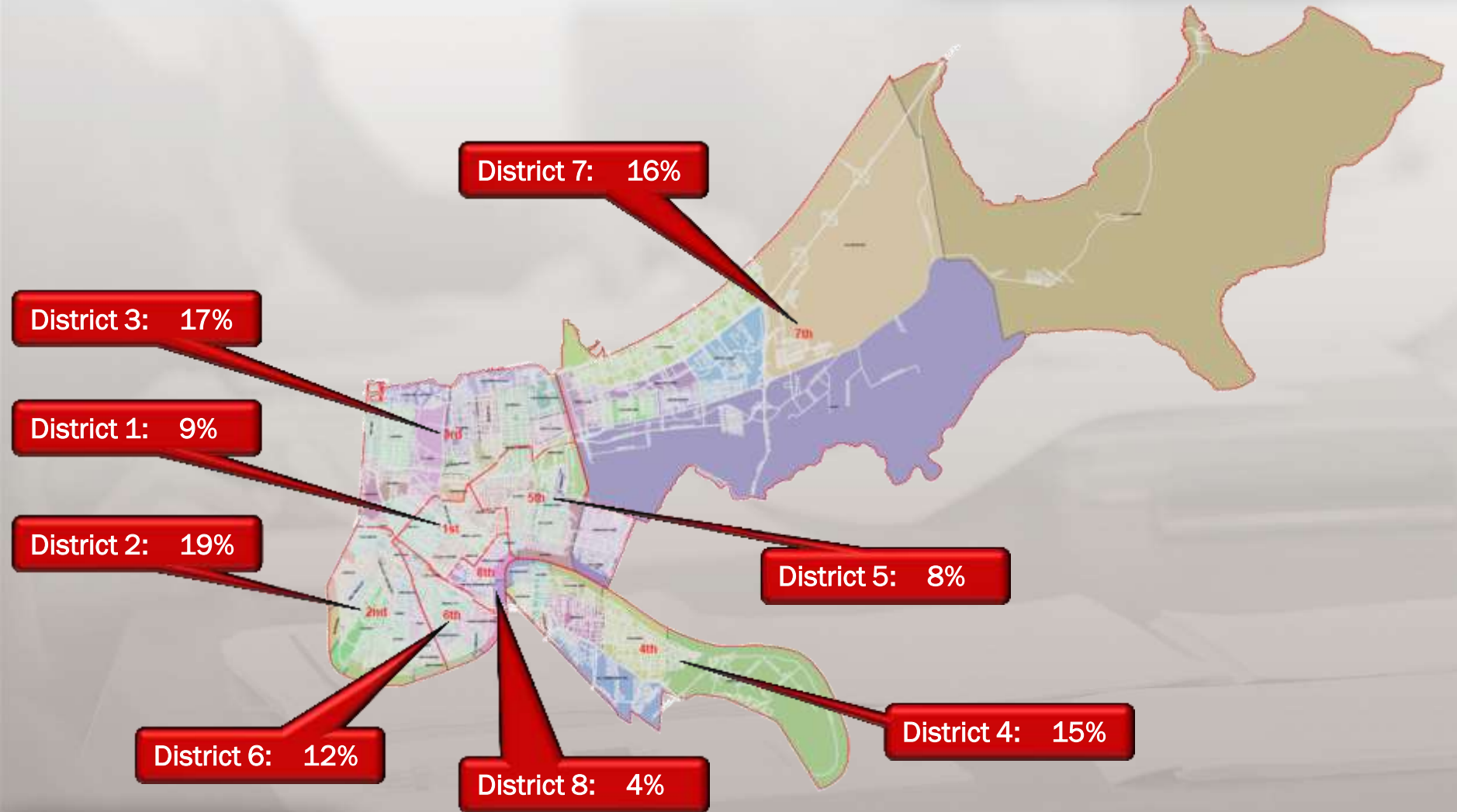
Conducted February 2-5, 2015

n=600 Adults (75 per Police District)

MoE= $\pm 4.0\%$ @ 95% Confidence Interval

© WPA/NOCC. All rights reserved. Neither this publication nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of WPA/NOCC.

Geography: Police Precincts



POLICE DEPARTMENT SATISFACTION

- Pg 4

NEIGHBORHOOD SAFETY

- Pg 20

INTERACTION WITH THE NEW ORLEANS POLICE DEPARTMENT

- Pg 23

CRIME STOPPERS

- Pg 29

RESEARCH DESIGN AND DEMOGRAPHY

- Pg 32

POLICE DEPARTMENT SATISFACTION

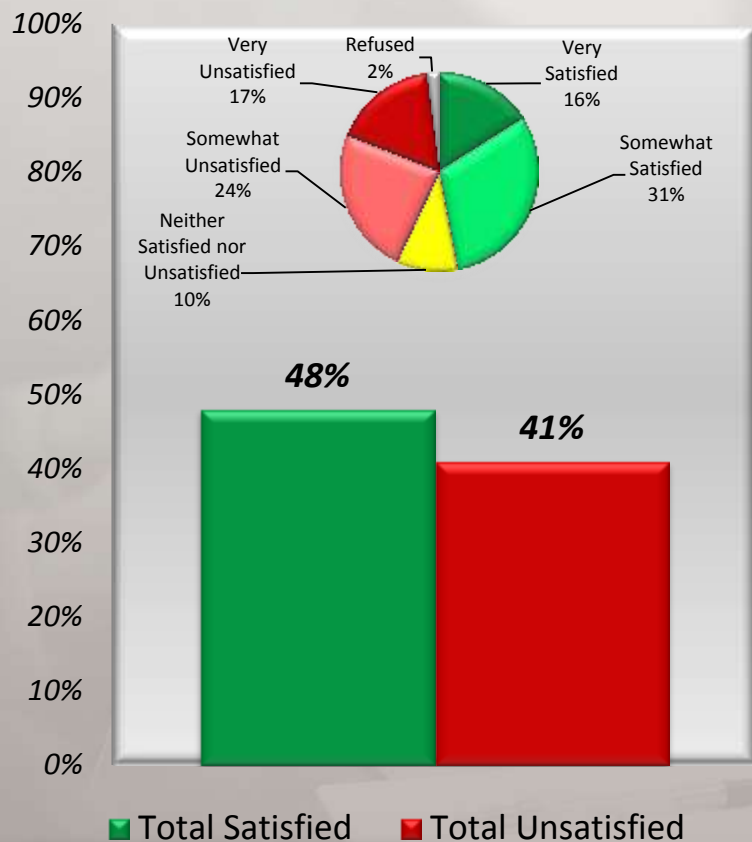


Overall satisfaction with the New Orleans Police Department has dramatically decreased since the end of last year.

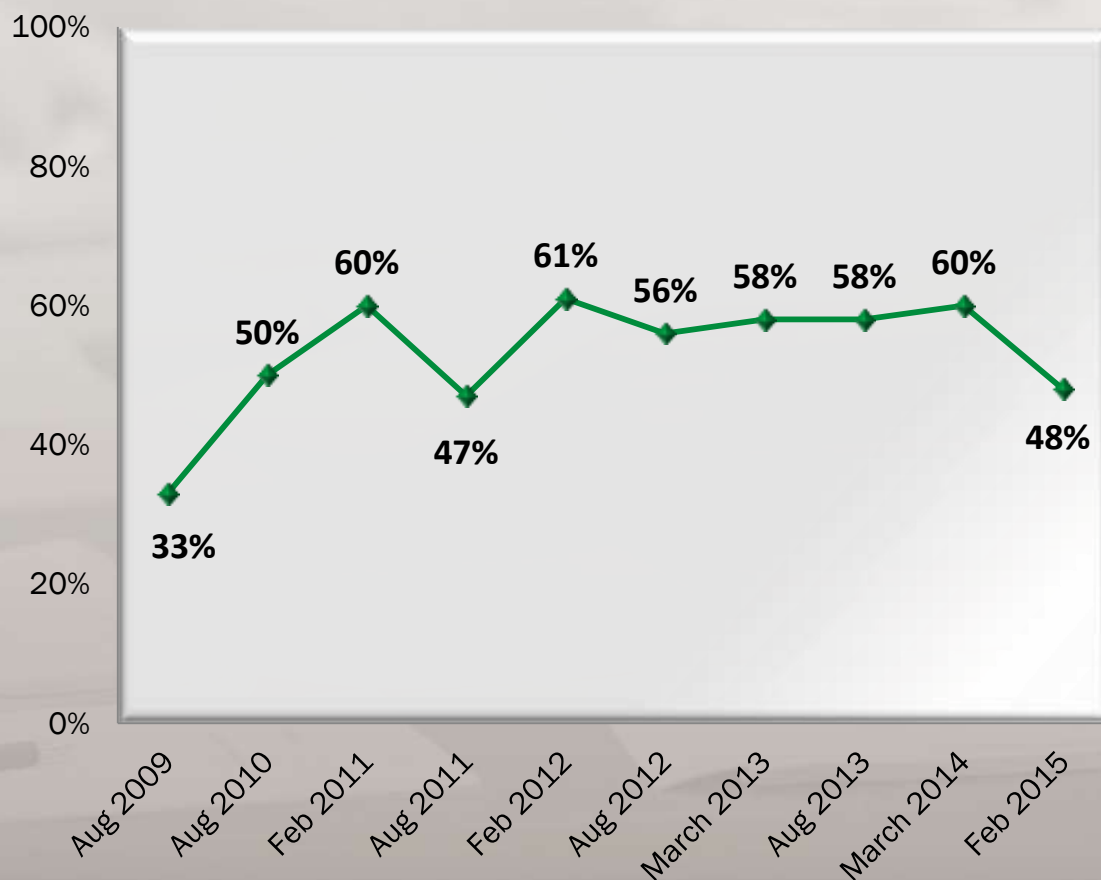
Q4: Now, thinking about the police department here in New Orleans, would you say that you are satisfied or unsatisfied with the New Orleans Police Department overall?

Q4: Overall Satisfaction

February 2015



Overall Satisfaction Trend

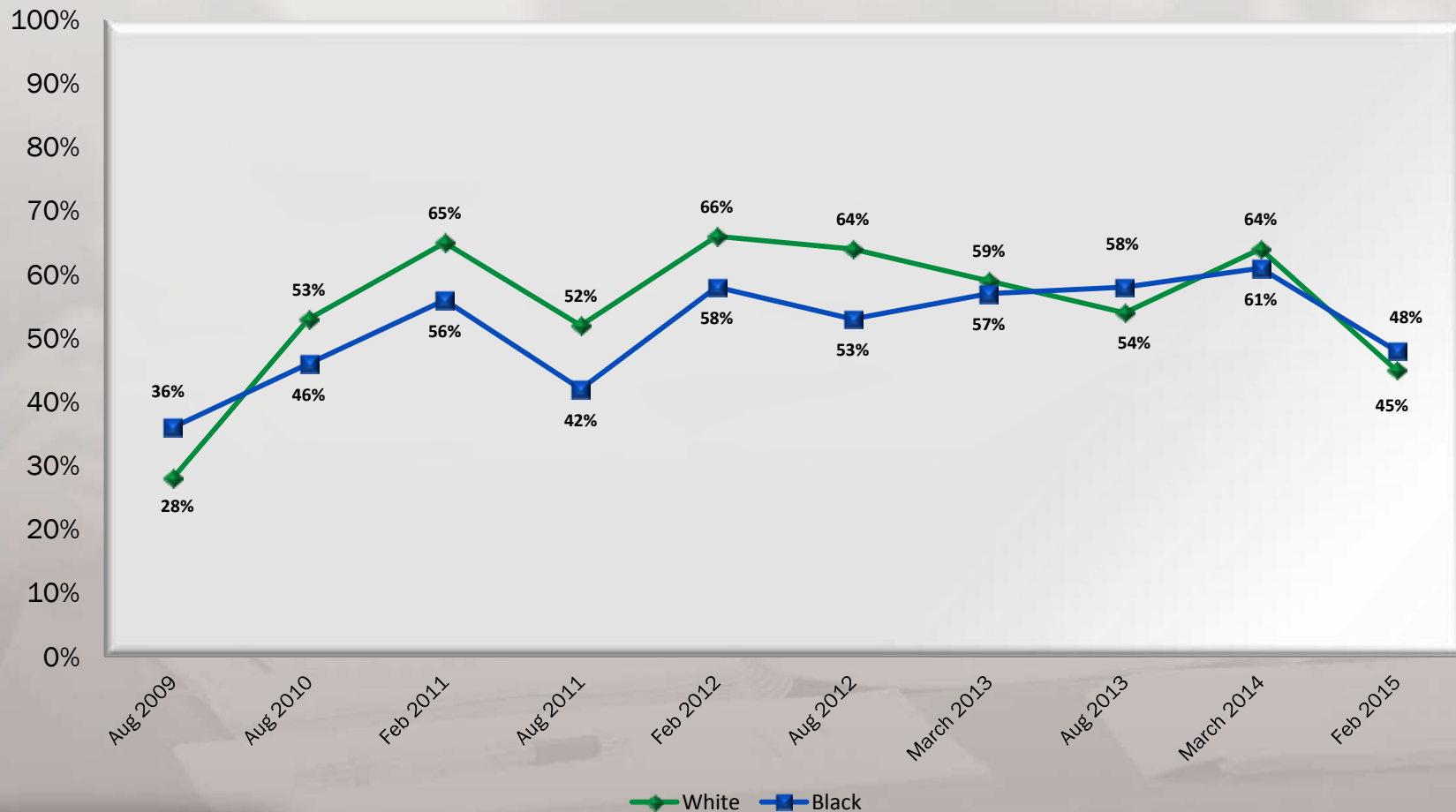




Overall satisfaction has decreased since last year.

Q4: Now, thinking about the police department here in New Orleans, would you say that you are satisfied or unsatisfied with the New Orleans Police Department overall?

Q4: Overall Satisfaction by Ethnicity

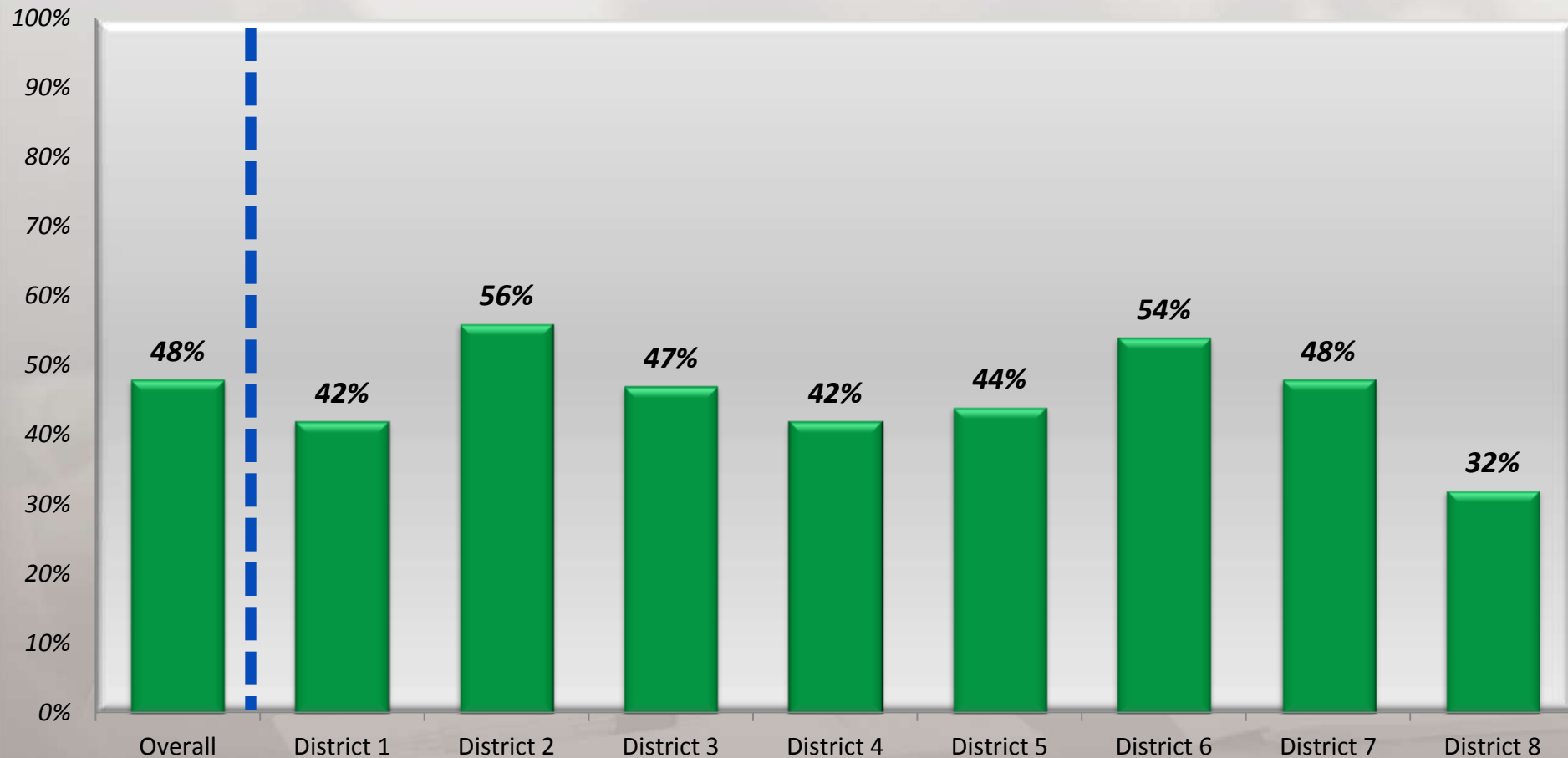




In every police district except for two and six, overall satisfaction is below 50%.

Q4: Now, thinking about the police department here in New Orleans, would you say that you are satisfied or unsatisfied with the New Orleans Police Department overall?

Q4: Overall Satisfaction by Police District





The main reason individuals are satisfied with police is because they believe they are doing a good job and are working hard.

Q4: Please tell me some of the reasons you are satisfied with the New Orleans Police Department.?

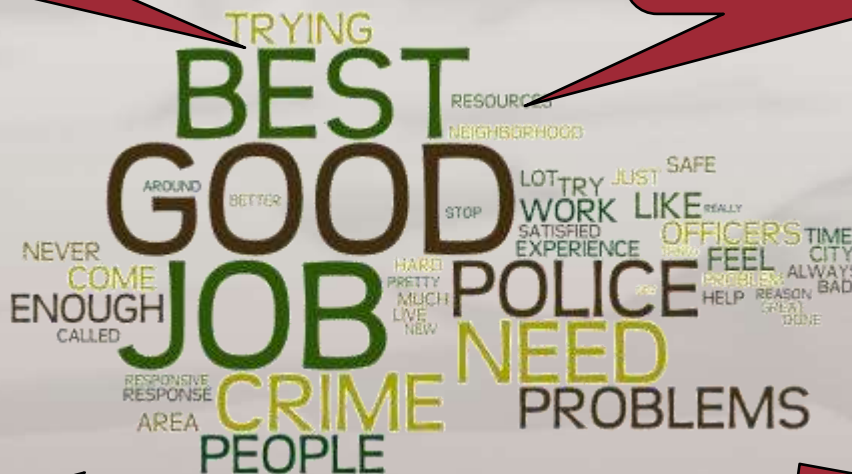
Q5: Verbatim Responses among Satisfied Adults (n=262)

"I think they have a hard job and most of them do their best for what they have."

Black Female 65-74

"I think generally they do a good job, they could solve more crimes but they do a good job overall"

White Male 65-74



"They try and do their job the best you can. You can only do so much"

Black Male 55-64

"I think they are hard workers who risk their lives for us and are doing the best they can with what they have. They aren't paid enough"

White Female 25-34

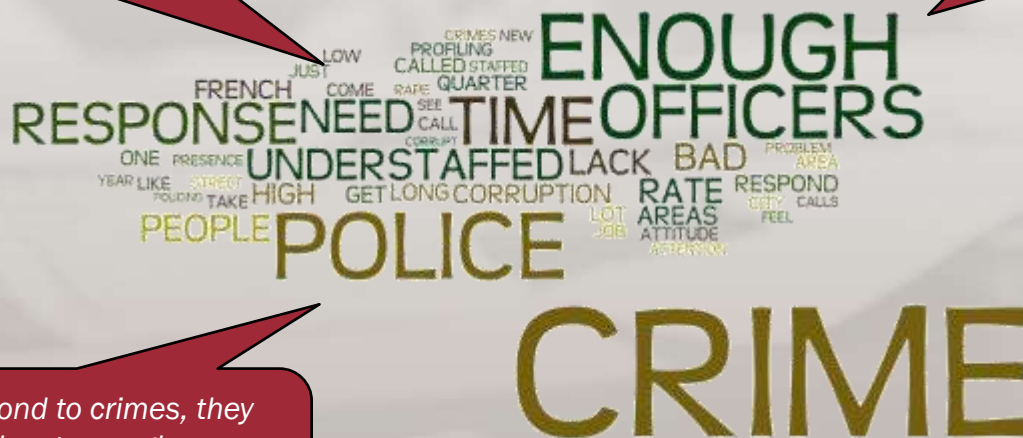
Q5: Verbatim Responses among Unsatisfied Adults (n=257)

“High crime rate and not reporting violent crime accurately”

Black Female 45 -54

“High crime rate and how unsafe the streets are.”

White Male 55-64



"They don't respond to crimes, they are disrespectful, not enough officers"

White Male 55-64

"They need more officers in high crime areas. Too many in the French quarter because it's a tourist area. Should be more focus in higher crime areas and more community policing."

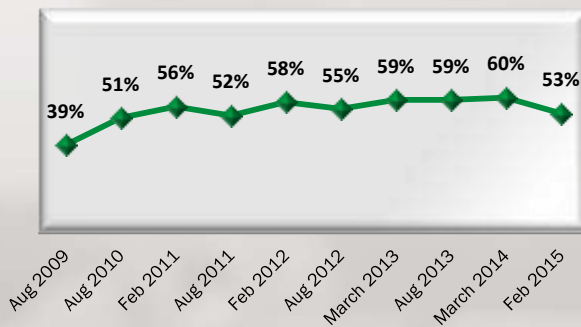
Black Female 45 -54

Total Satisfaction (Overall)

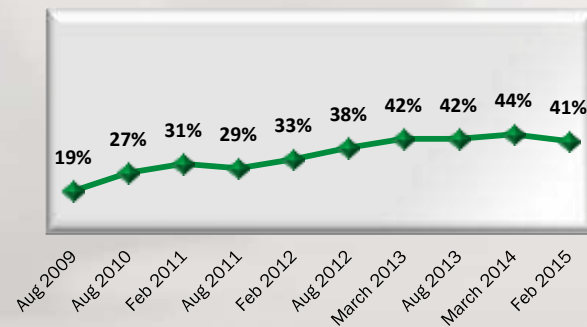
Q7: Violent Crime



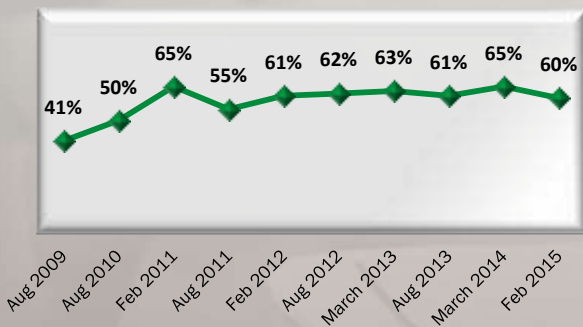
Q8: Property Crime



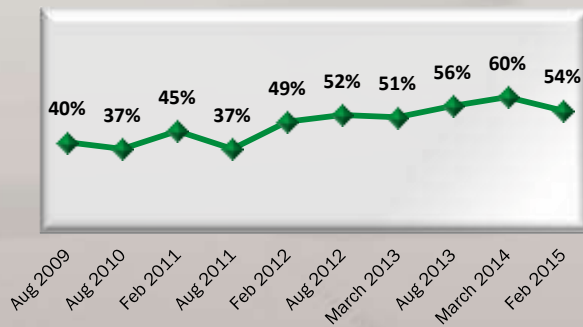
Q9: Drugs off Streets



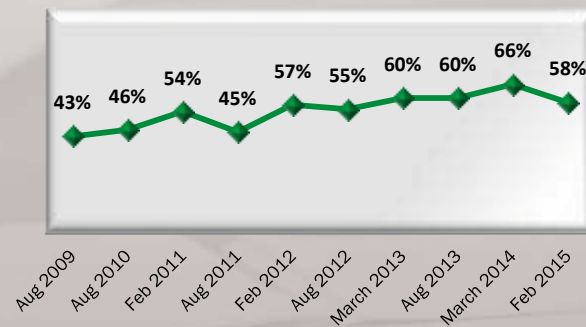
Q10: Cooperating with Public



Q11: Honesty/Integrity



Q12: Overall Competence

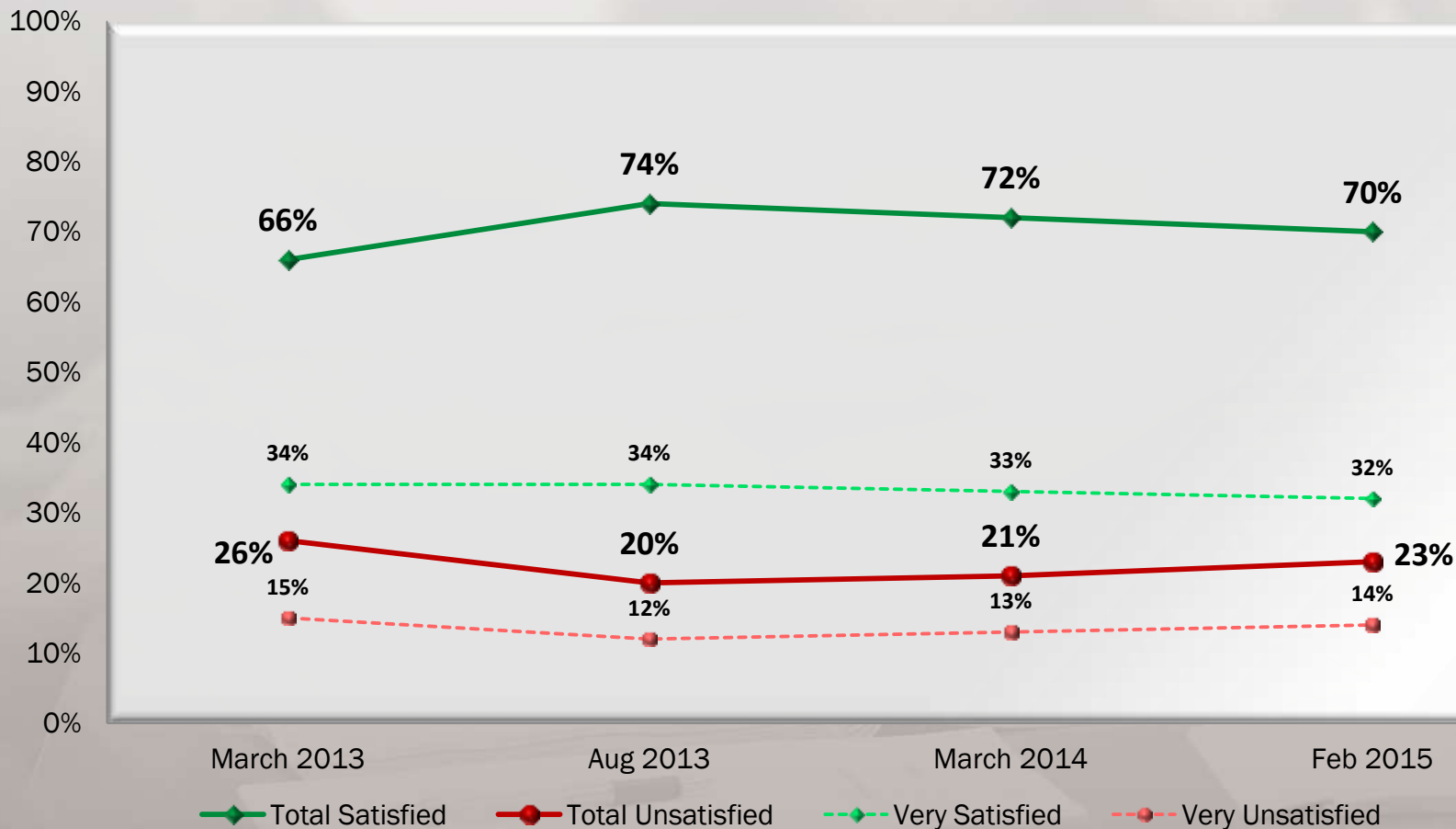




Satisfaction with police performance in respondents' neighborhoods has held steady since August of last year.

Q6: And thinking about police performance in your neighborhood, would you say that you are satisfied or unsatisfied with police performance in your neighborhood overall?

Q6: Satisfaction with Police Performance

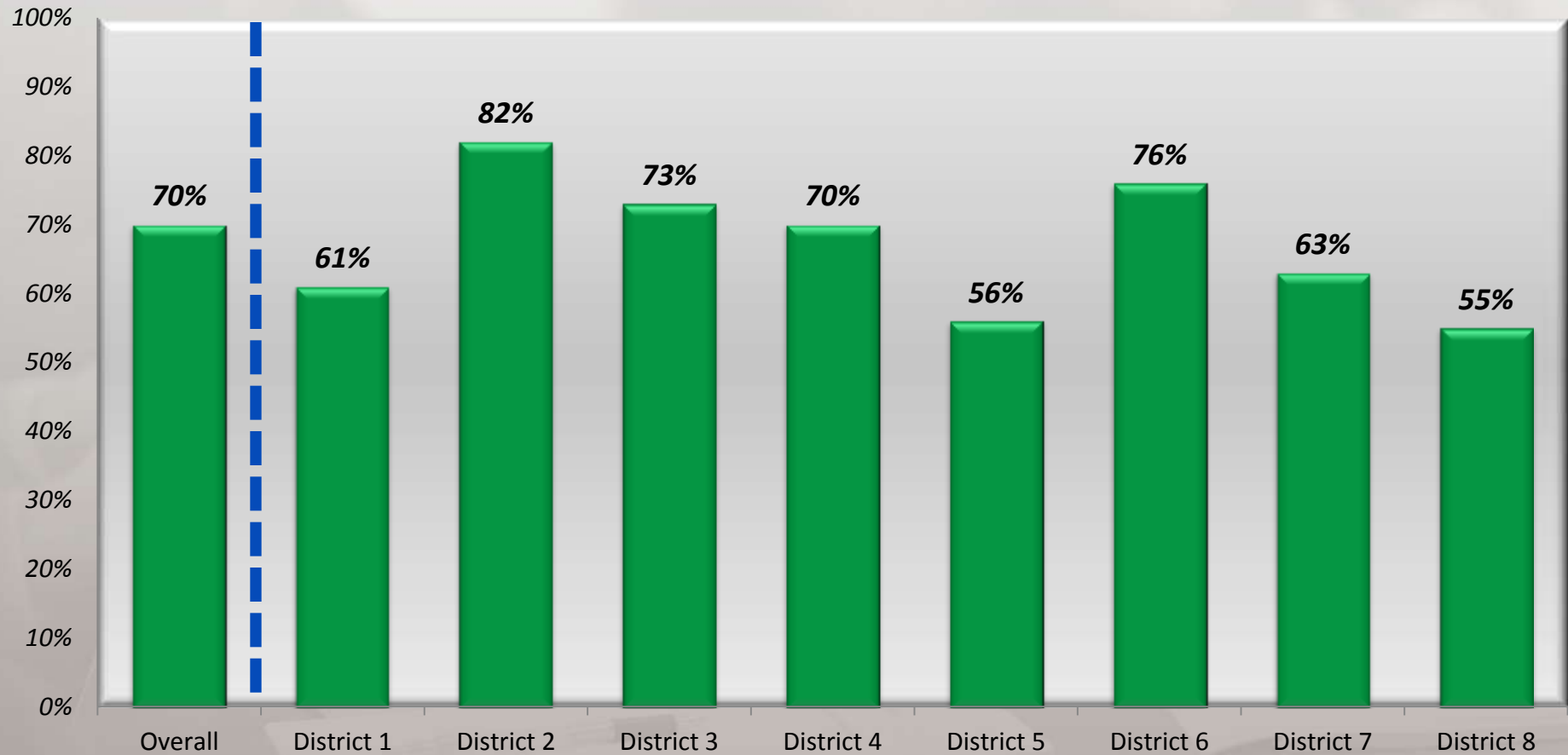




District eight has the lowest rating on police performance in the respondent's neighborhood. District five is also low.

Q6: And thinking about police performance in your neighborhood, would you say that you are satisfied or unsatisfied with police performance in your neighborhood overall?

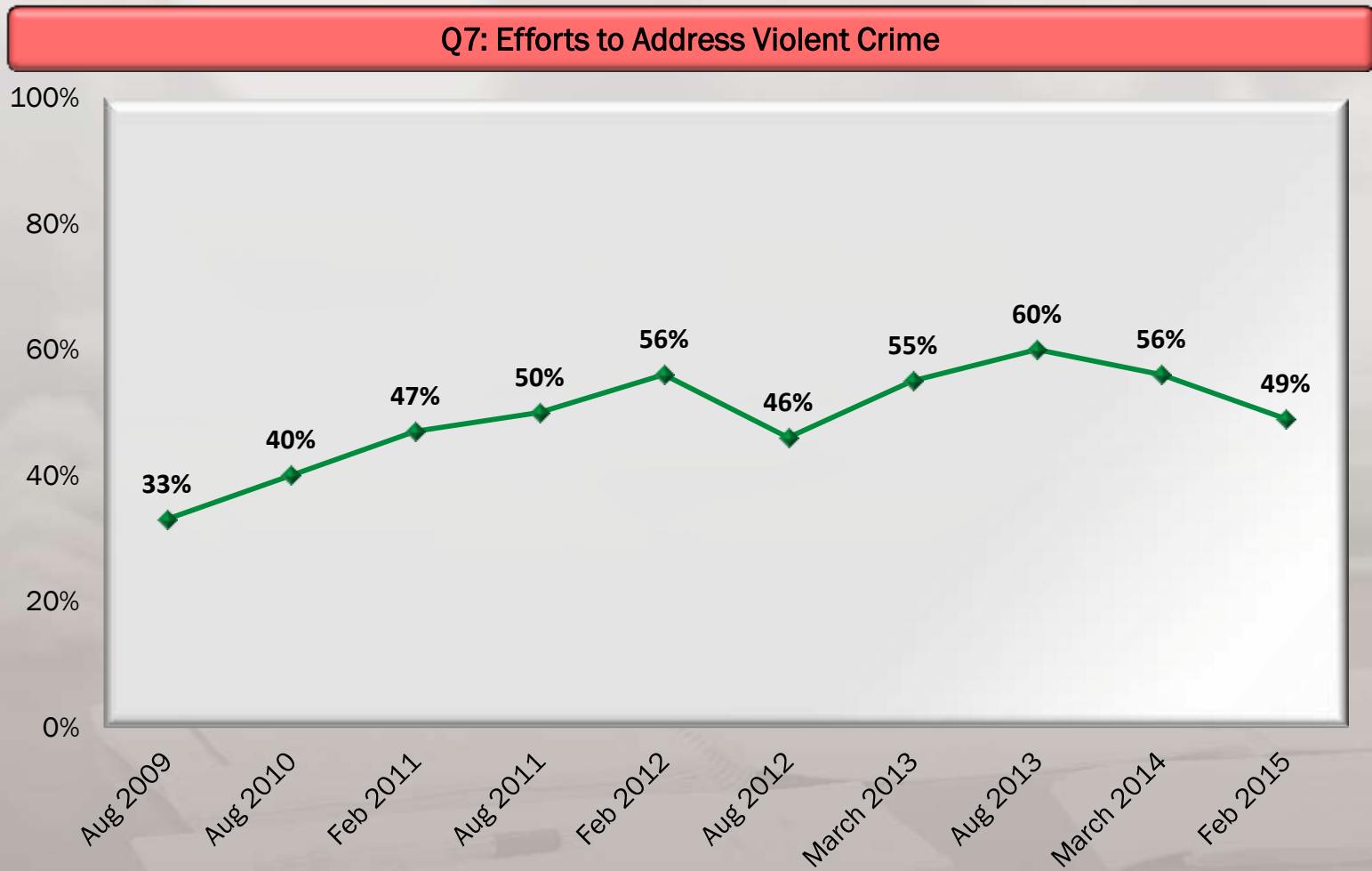
Q6: Satisfaction with Police Performance by Police District





Efforts to address violent crime have severely dropped slightly since last year.

Q7: Police Department Satisfaction – Efforts to address violent crime

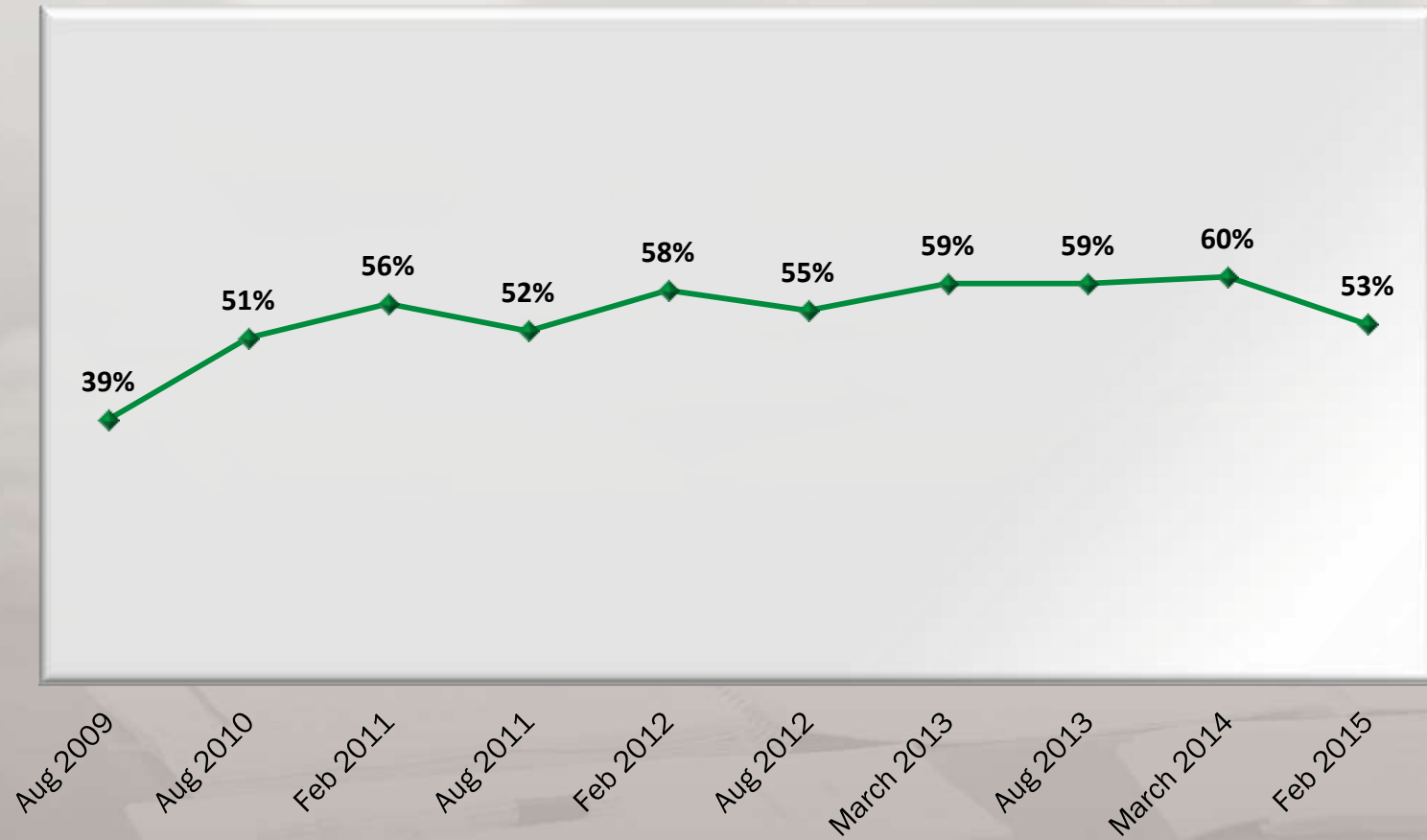




Efforts to address property crime has dropped since a year ago.

Q8: Police Department Satisfaction – Efforts to address crimes against property like homes and businesses

Q8: Efforts to Address Property Crimes

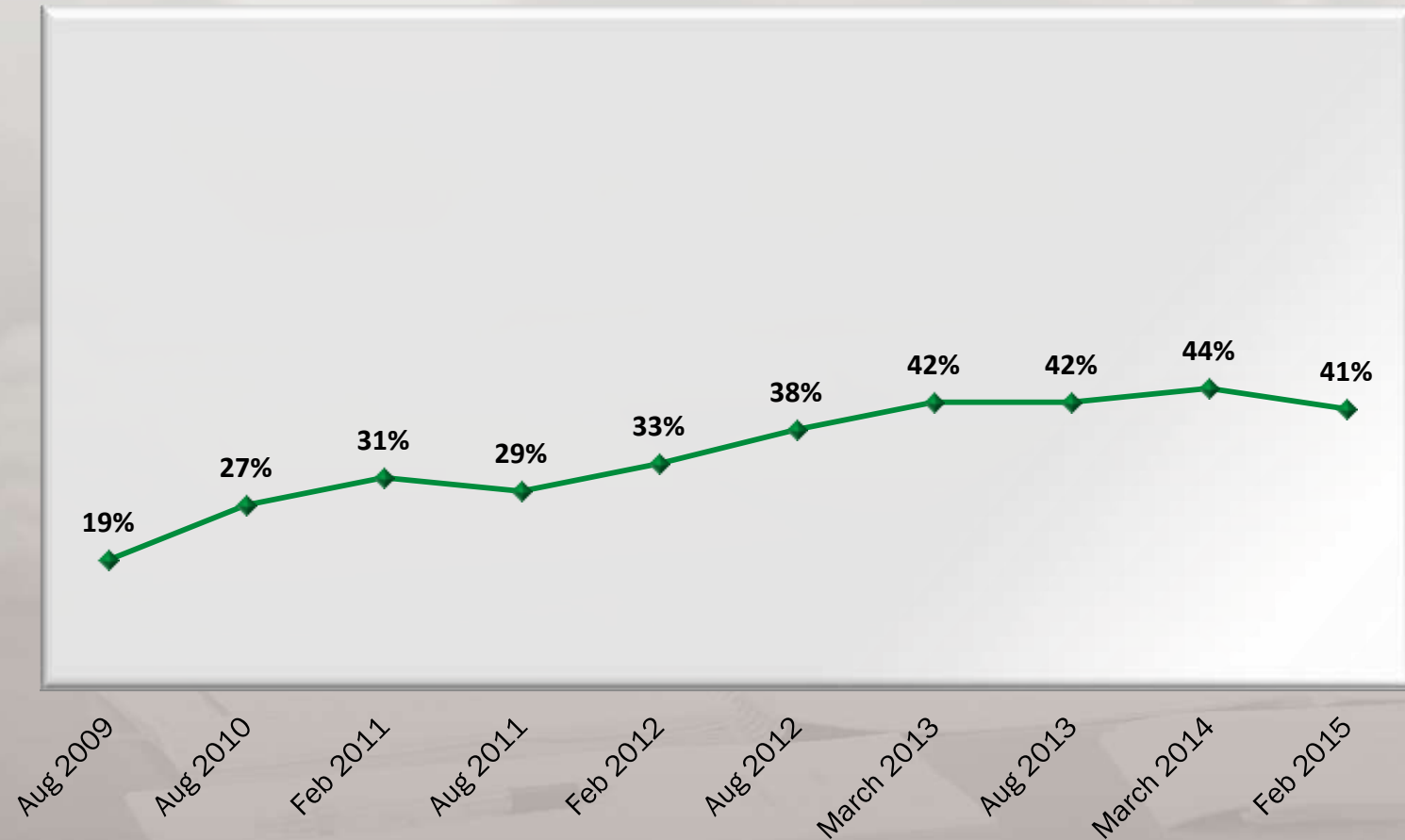




Satisfaction with efforts to get drugs off the streets decreased by three points.

Q9: Police Department Satisfaction – Getting drugs off the streets

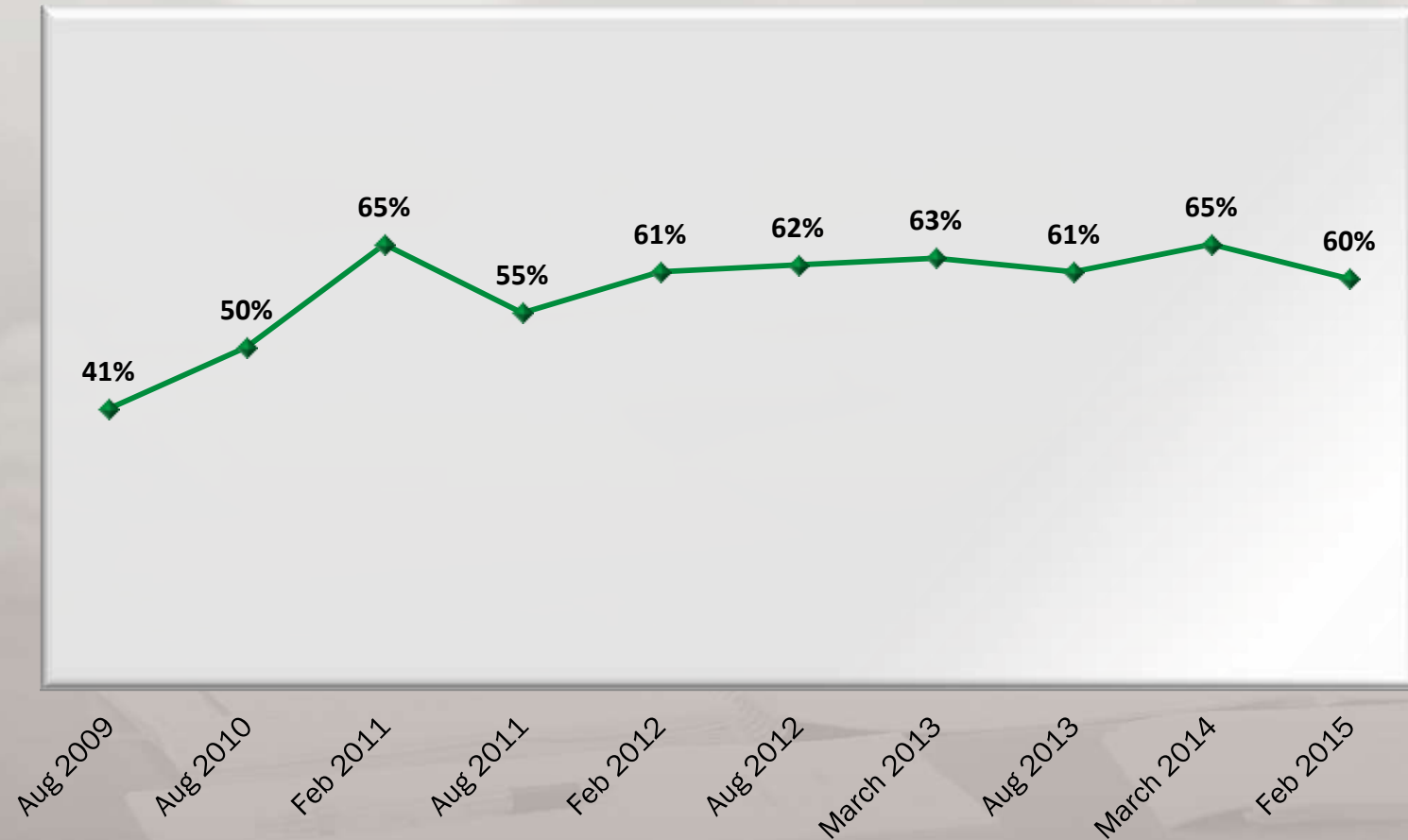
Q9: Getting Drugs off the Streets



Cooperation with the public decreased by five points.

Q10: Police Department Satisfaction – Cooperating with the public to address their concerns

Q10: Cooperating with the Public

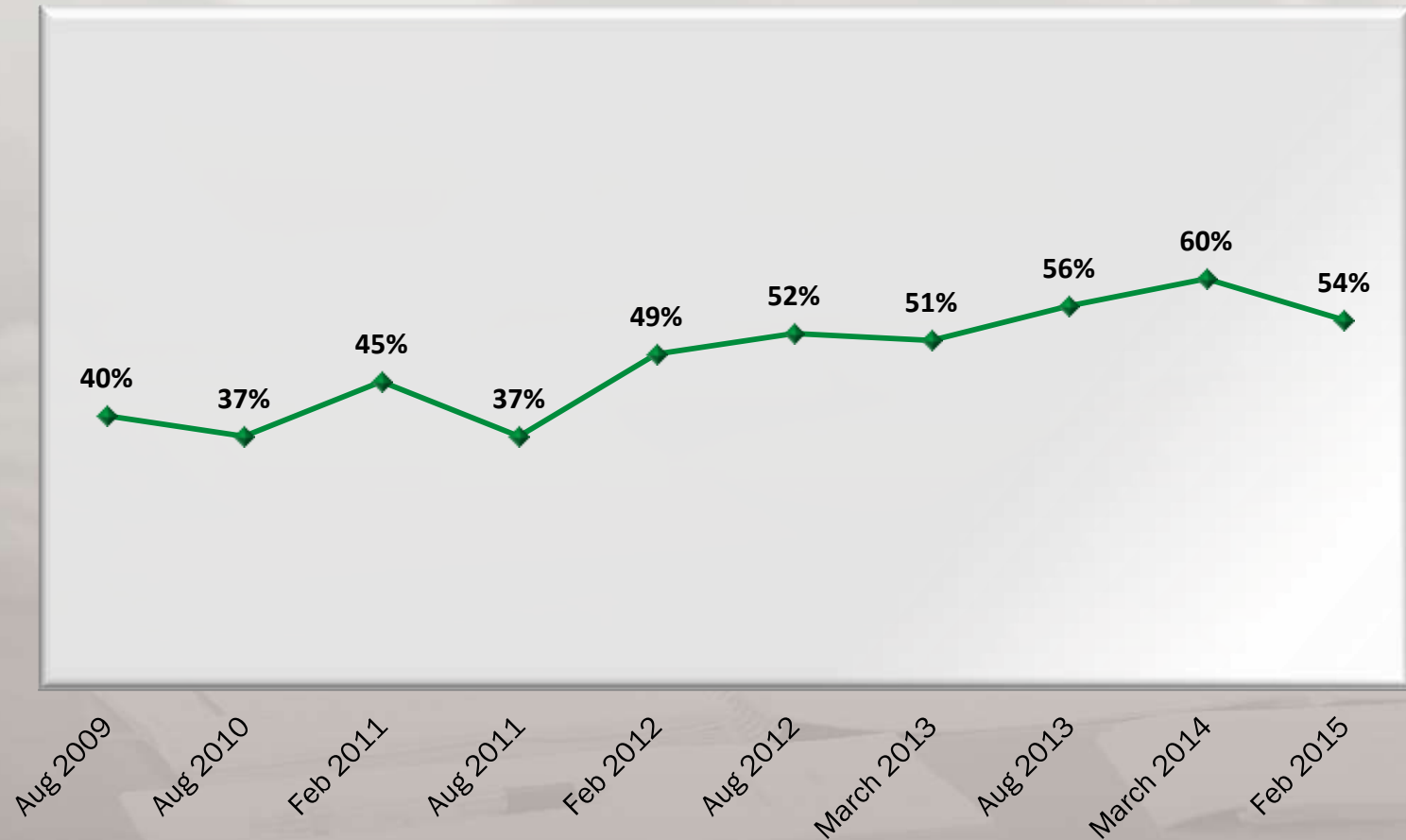




Honesty and integrity has dropped by six points since last year.

Q11: Police Department Satisfaction – Honesty and integrity of New Orleans Police officers

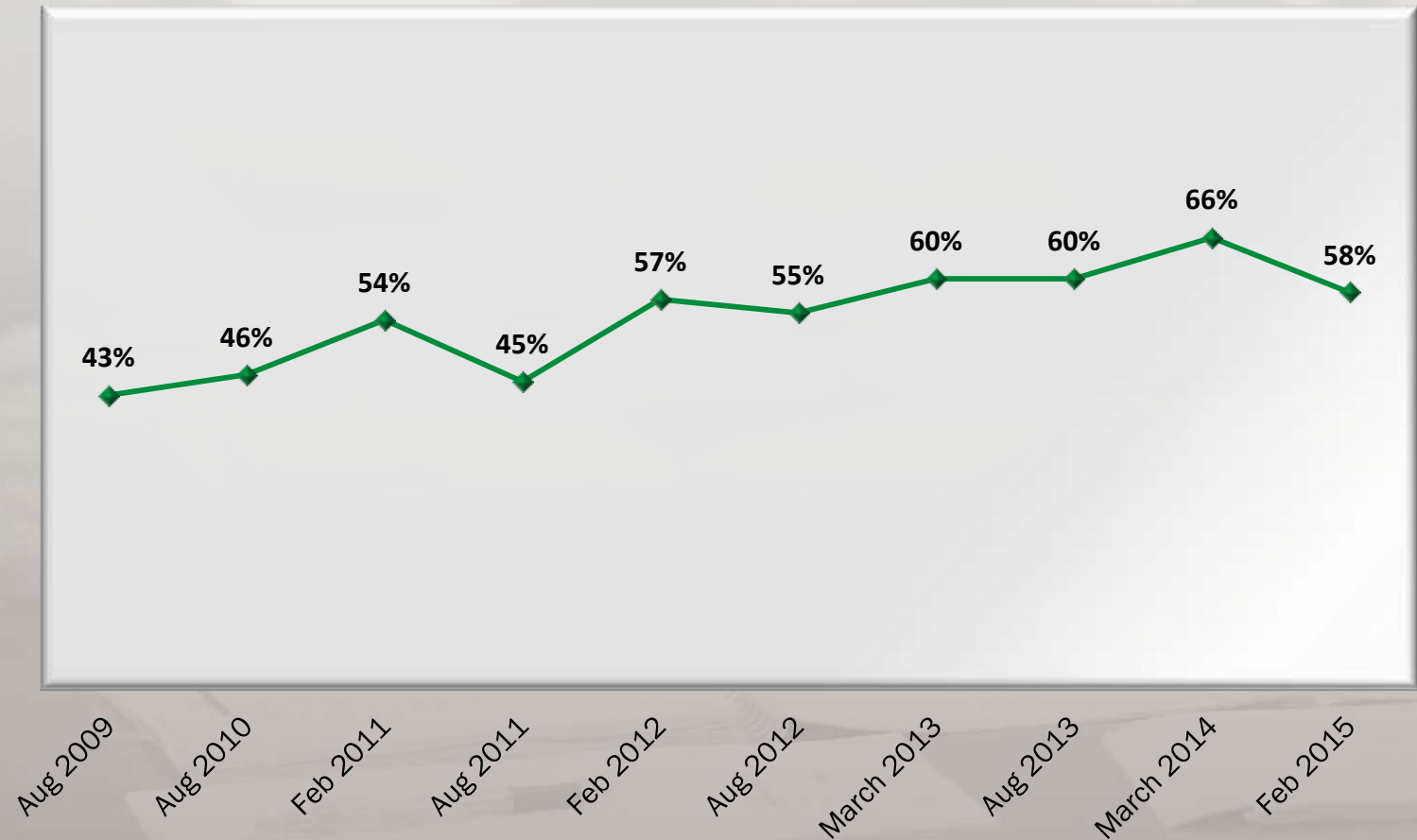
Q11: Honesty and Integrity of Police Officers



Overall competence decreased by eight points.

Q12: Police Department Satisfaction –Overall competence of the New Orleans Police Department

Q12: Overall Competence of Police Department

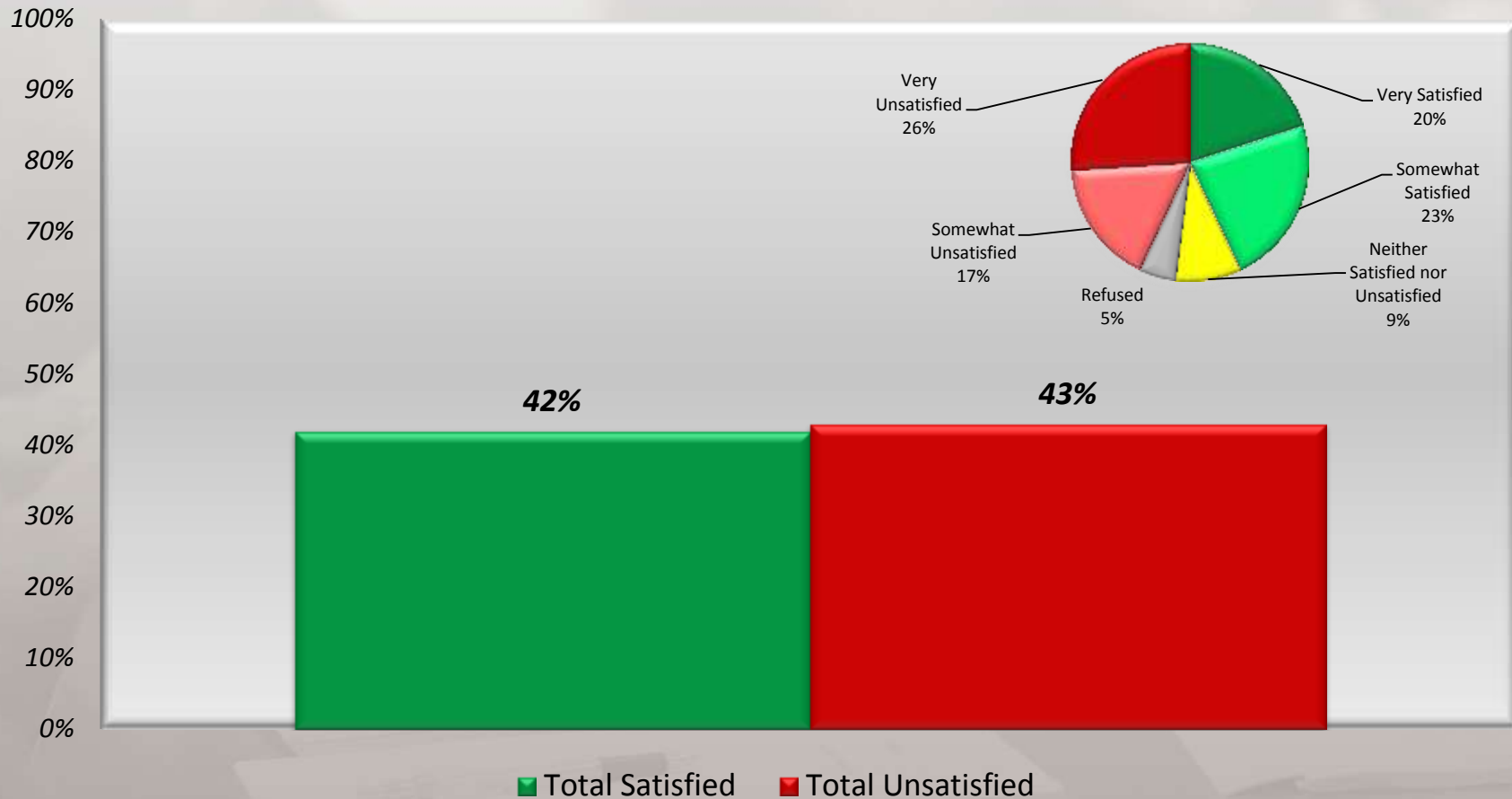




It is important to note that adults in New Orleans are split when it comes to the issue of police response times.

Q13: Police Response Times

Q13: Police Response Times



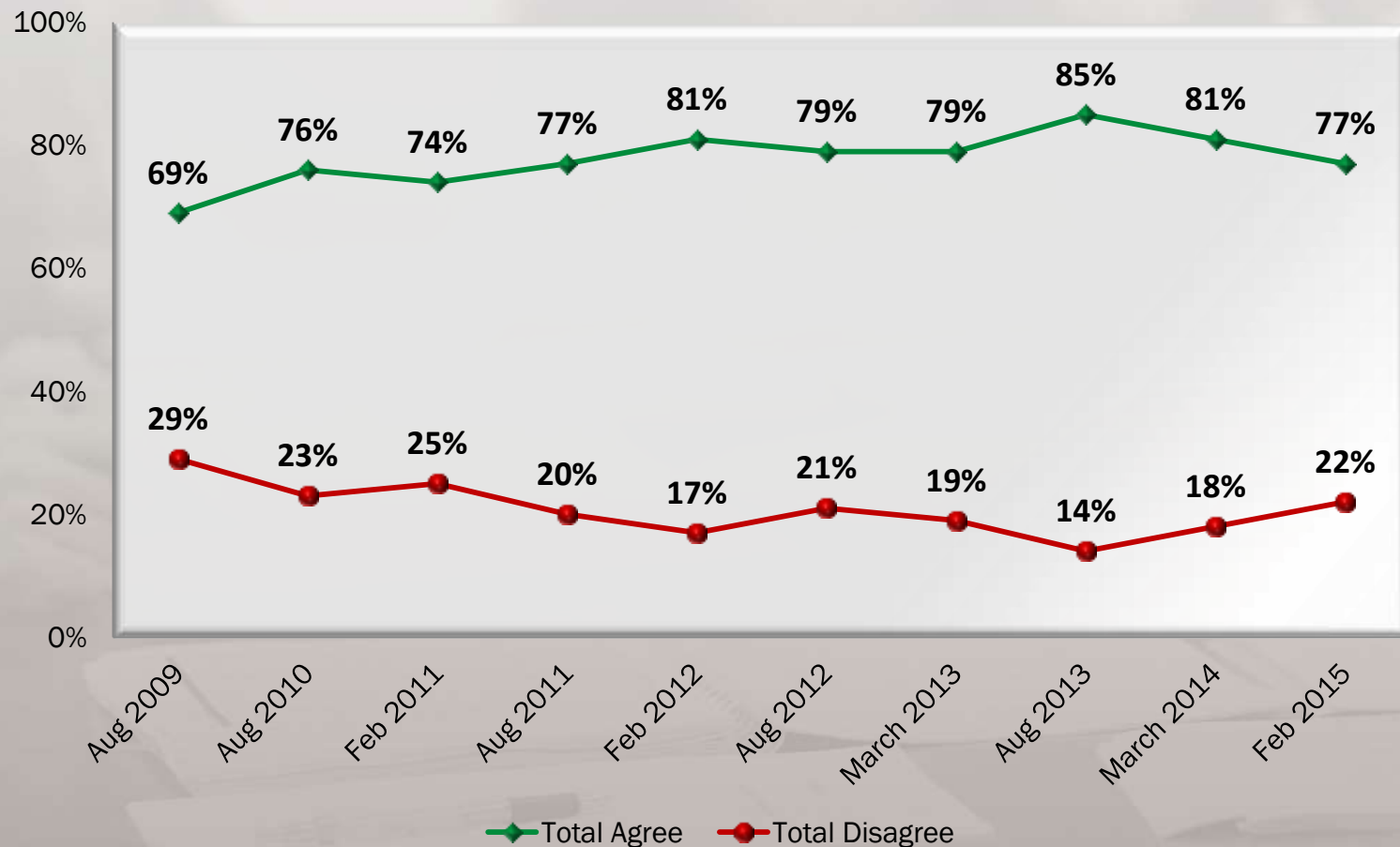
NEIGHBORHOOD SAFETY



Respondents are less likely to agree that they feel safe in their neighborhood than they did at the end of last year.

Q14: Please tell me if you agree or disagree with each of the following statements: I feel safe in my own neighborhood.

Q14: I Feel Safe in My Own Neighborhood

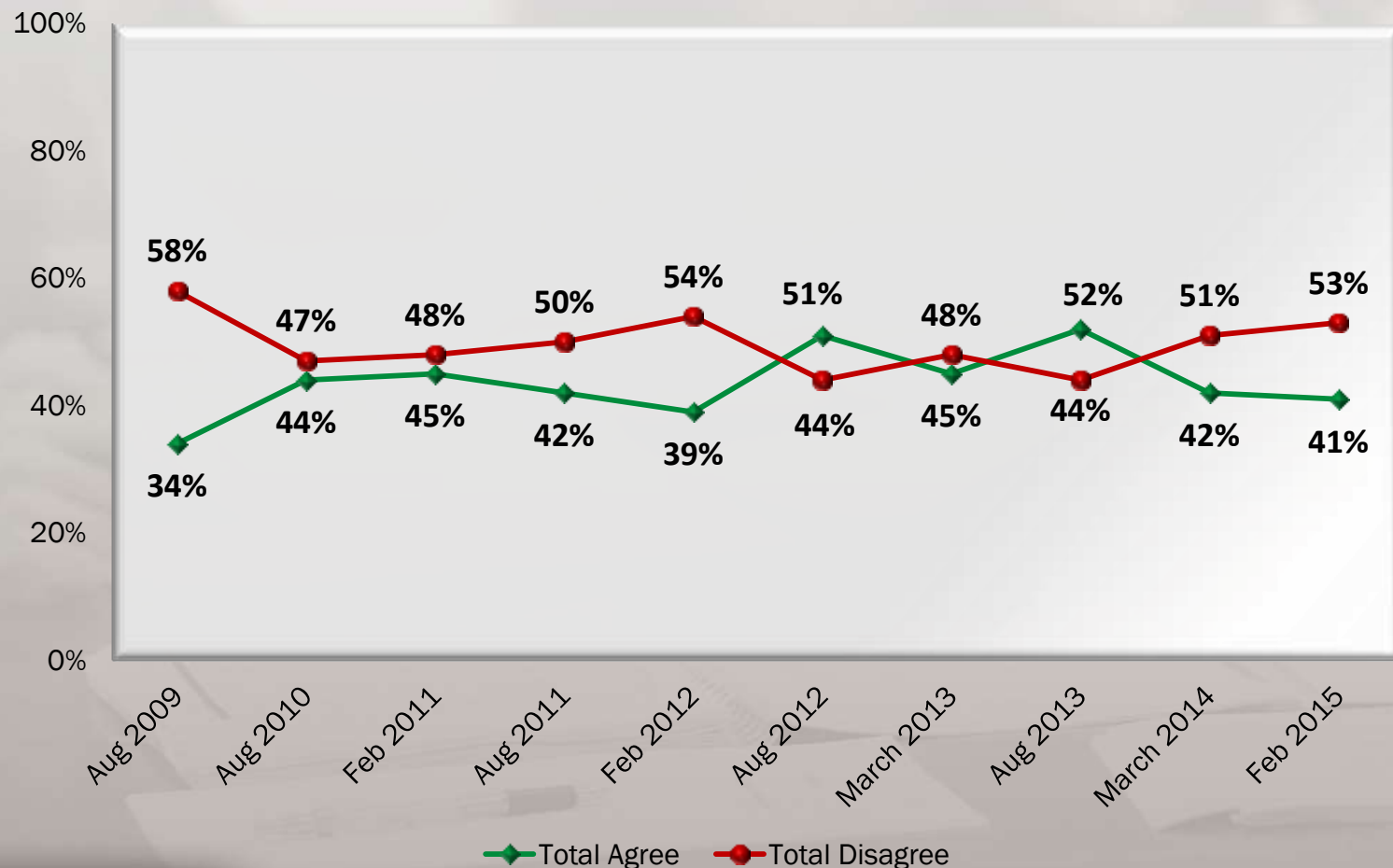




Most respondents indicated they disagree with the statement that they feel safe visiting other areas in New Orleans.

Q15: Please tell me if you agree or disagree with each of the following statements: I feel safe visiting other areas in New Orleans, outside of my own neighborhood.

Q15: I Feel Safe Visiting Other Areas in New Orleans



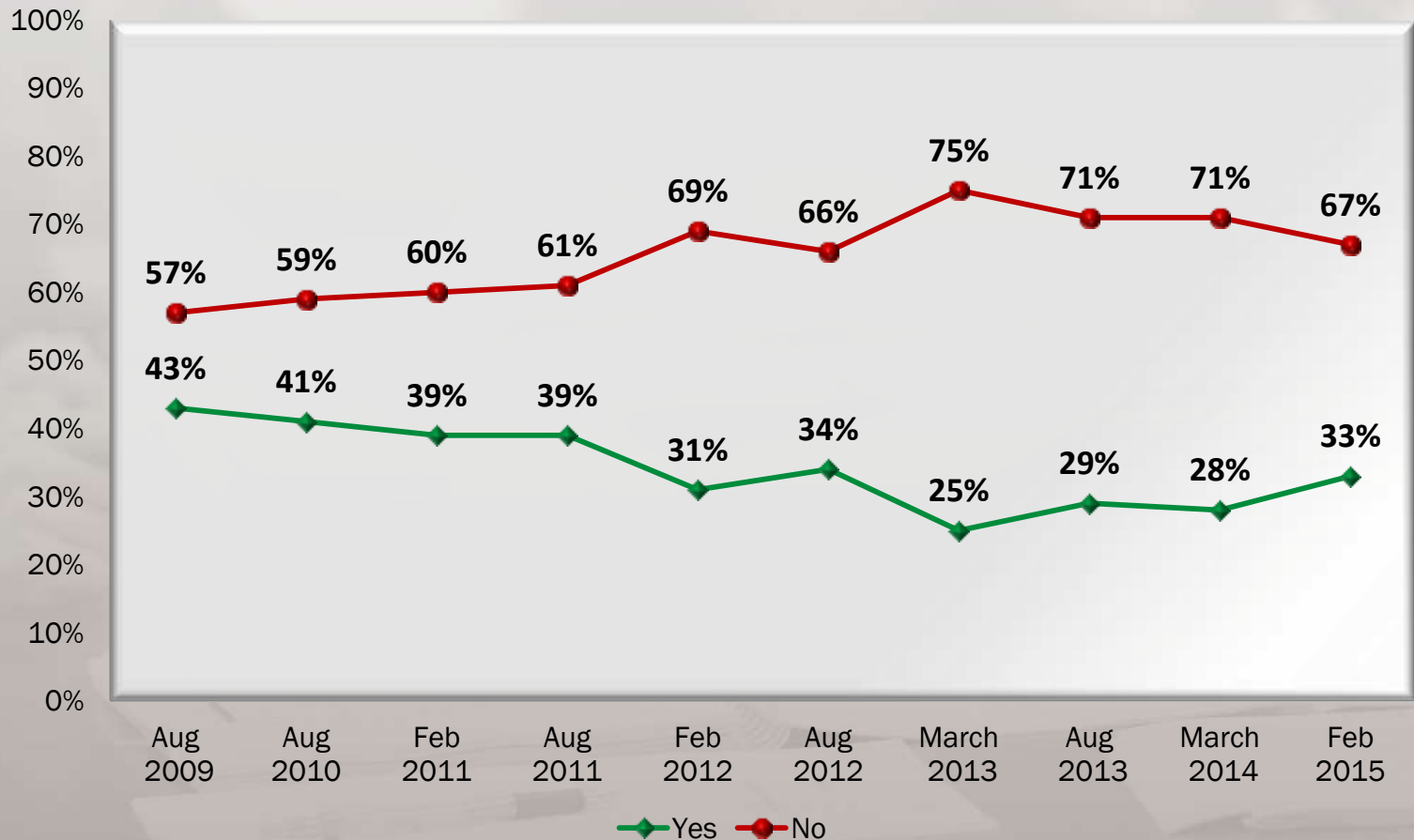
INTERACTION WITH THE NEW ORLEANS POLICE DEPARTMENT



There has been an increase in respondents contacting officers of NOPD within the last 12 months.

Q16: Contact with the New Orleans Police Officers

Q16: Contact with Officers of NOPD in Past 12 Months

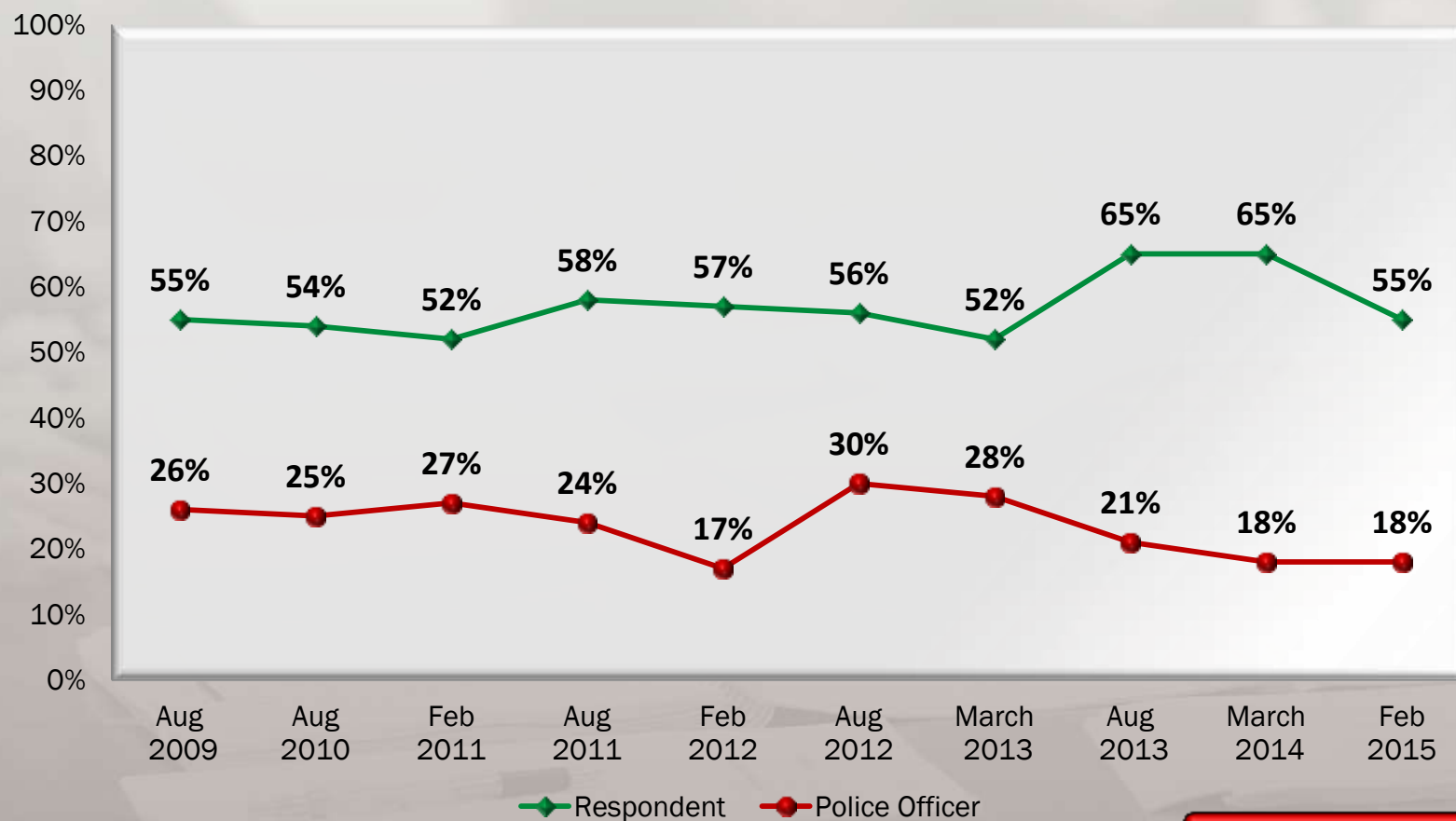




Of those who have been in contact with officers, a majority were initiated by the respondents.

Q17: Contact with the New Orleans Police Officers

Q17: Who initiated the contact?



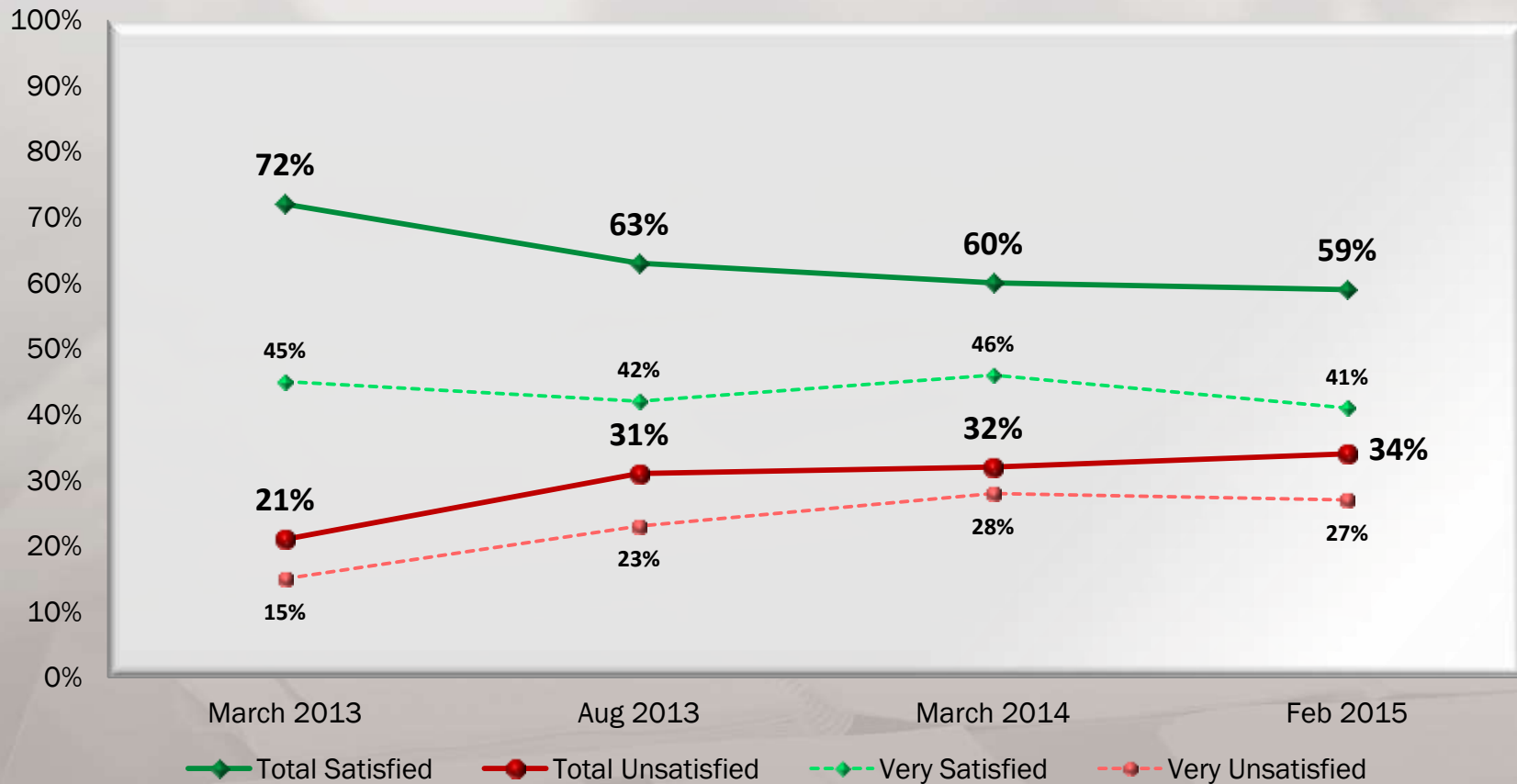
February 2015: n=196



Satisfaction with the way that the officer handled the interaction fell by only one point since late last year.

Q18: Contact with the New Orleans Police Officers

Q18: Satisfaction with Way Officer Handled Interaction



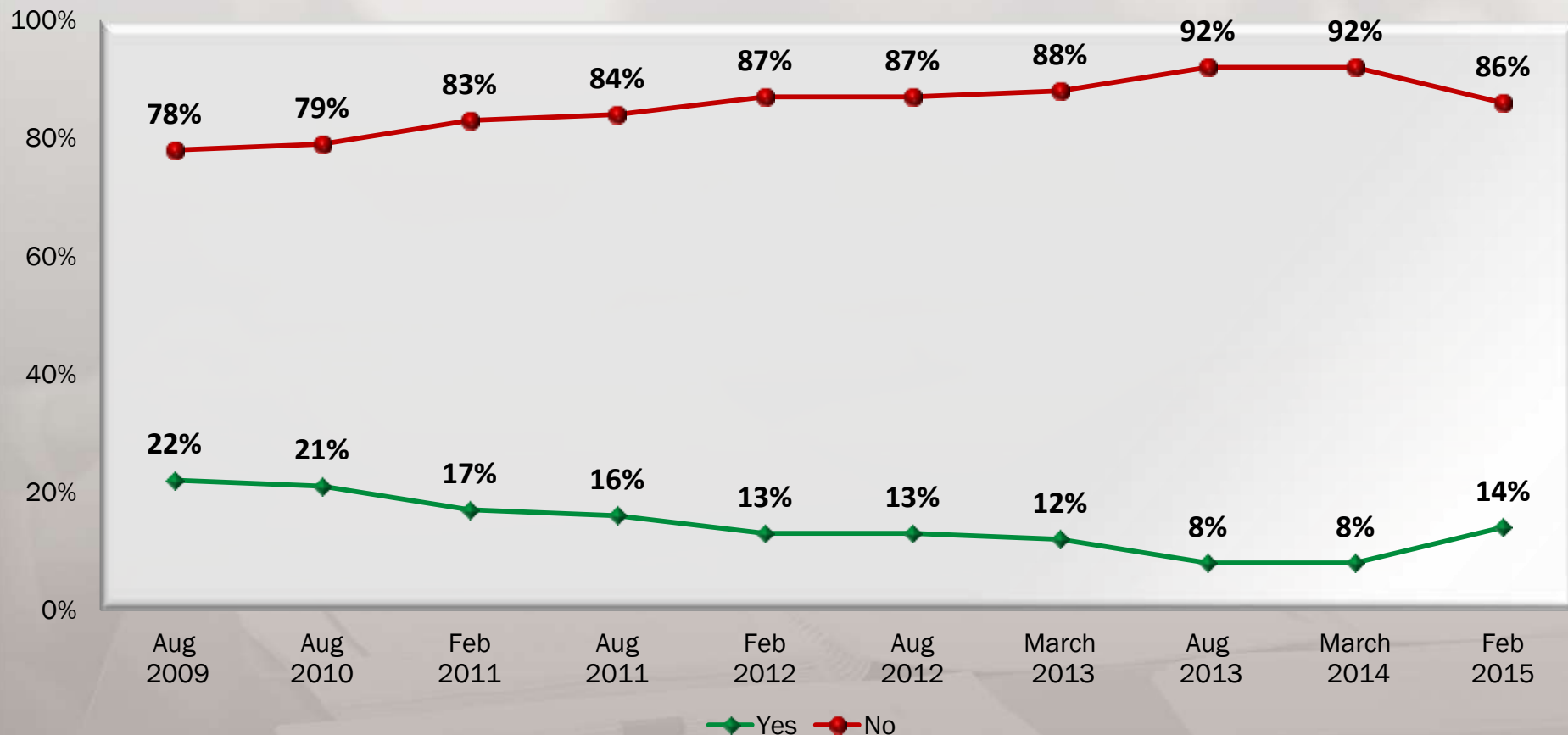
February 2015: n=196



There has been an increase in respondents who have called or visited a police station in the last 12 months.

Q19: Called or Visited New Orleans City Police Station

19. Have you called or visiting a New Orleans Police Station in the past 12 months?





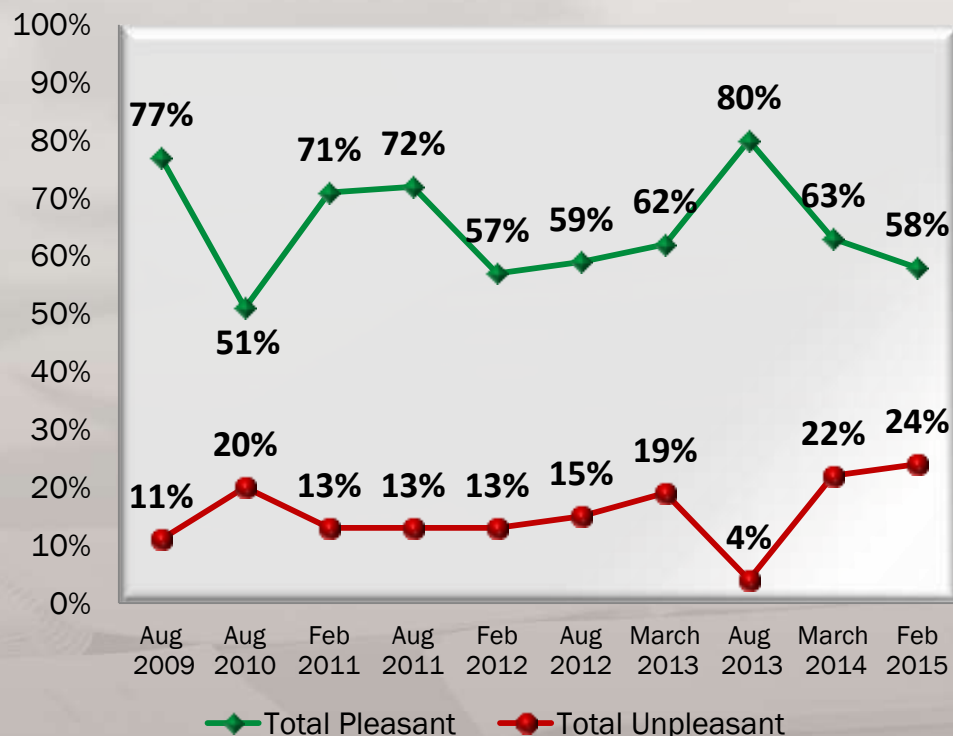
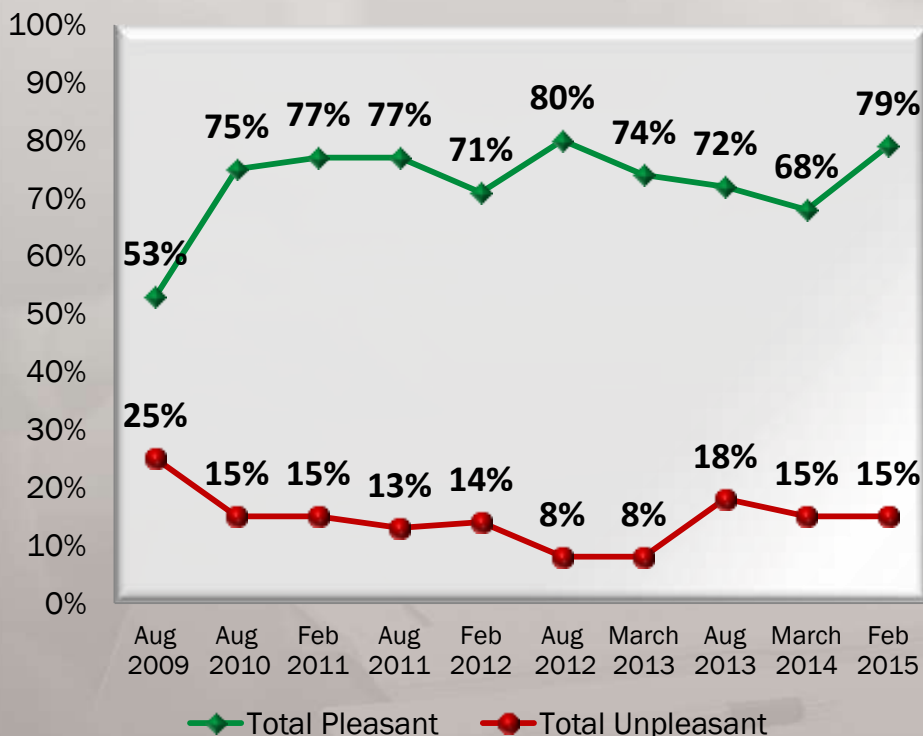
Courtesy ratings of officers met outside of police stations increased since last year. A majority indicate that interactions with employees at police stations have been pleasant.

Q20-21: Courtesy of New Orleans Police Department employees

Courteousness of New Orleans Police Department Employees

Q20: Officers of NOPD you met outside of Police Station

Q21: Employees at New Orleans Police Station



February 2015: n=196

February 2015 : n=83

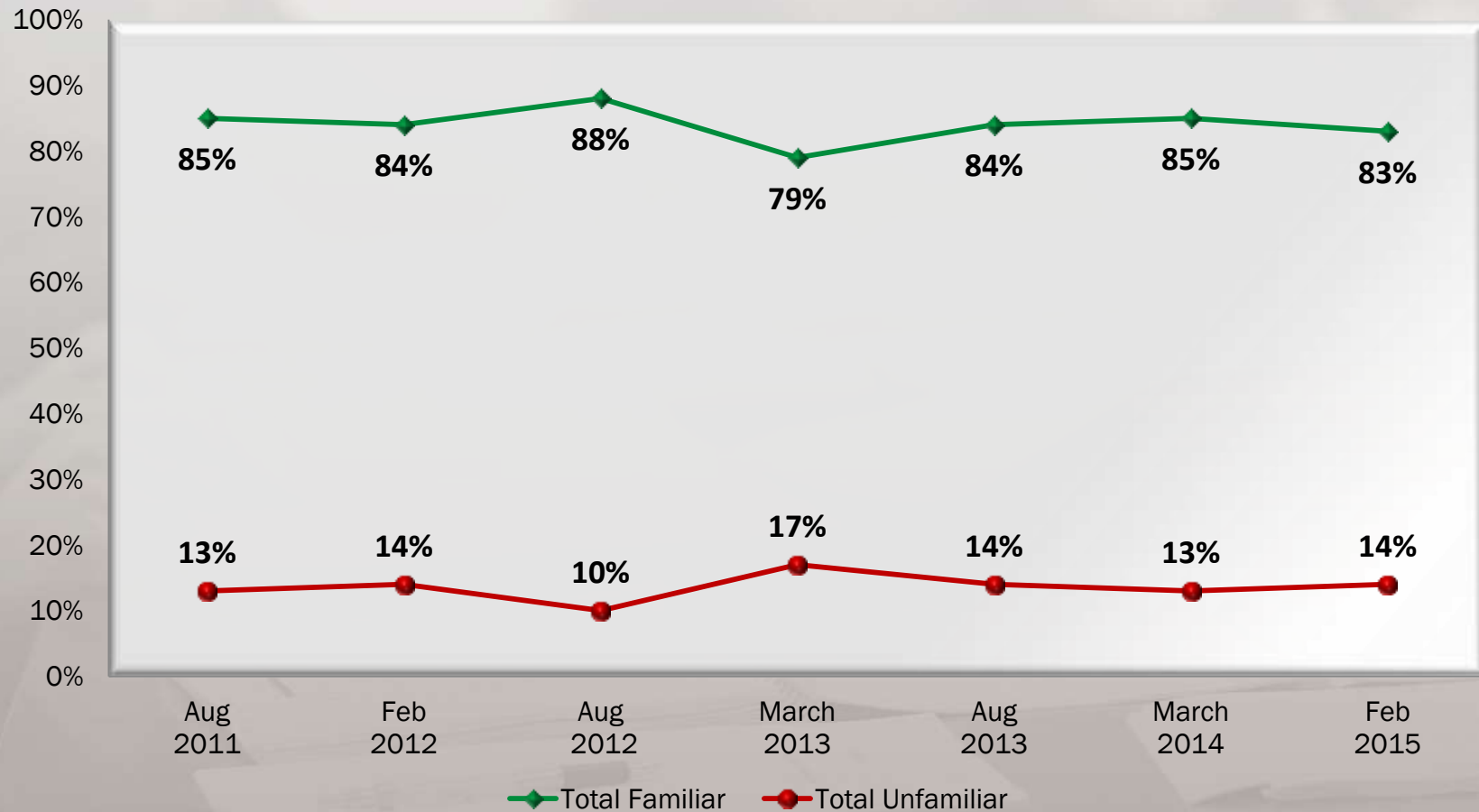
CRIME STOPPERS



The vast majority of respondents are familiar with Crime Stoppers.

Q22: Would you say you are familiar or unfamiliar with Crime stoppers, the citizen-run anonymous tip line that offers cash rewards for information about felony crimes?

Q22: Familiarity with Crime Stoppers

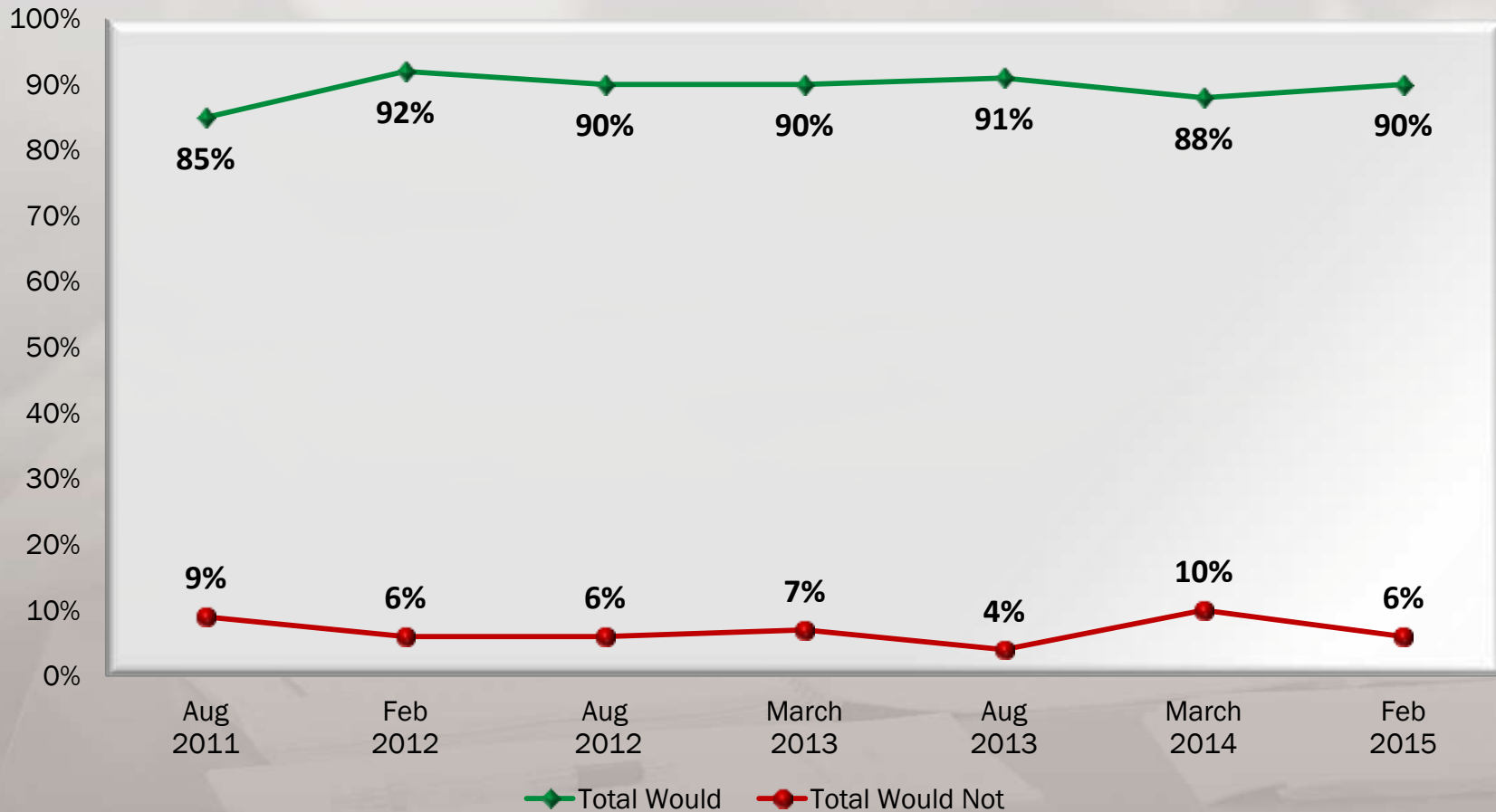




Nearly all respondents report that they would call Crime Stoppers to anonymously report a crime.

Q23: If you had information about a felony crime, would you call Crime stoppers to anonymously share what you knew with law enforcement?

Q23: Would You Call Crime Stoppers to Anonymously Share a Crime (n=500)



RESEARCH DESIGN & DEMOGRAPHY

Research Design

Wilson Perkins Allen Opinion Research conducted a study of adults in the City of New Orleans.

WPA selected a random sample of adults living in New Orleans. Respondents were screened to ensure that they were neither a member of the news media or a public relations company. The sample for this survey was stratified based on gender, age, ethnicity, and geography.

Respondents were contacted by phone via a live telephone operator interview February 2-5, 2015. The study has a sample size of 600 adults. The margin of error is equal to $\pm 4.0\%$ in 95 out of 100 cases.

Demography

Age	Survey Results
18-24	10%
25-34	21%
35-44	16%
45-54	19%
55-64	17%
65+	17%
Gender	
Male	48%
Female	52%
Interview Method	
Cell	36%
Landline	64%

Education	Survey Results
<High School	6%
High School Grad	27%
Some College	32%
College Grad	18%
Post Grad	15%
Ethnicity	
White	35%
Black	55%
Hispanic	5%
Other	5%



OPINION RESEARCH

For additional information about this or any other of our services,
please feel free to contact:

Ryan Steusloff

Vice President

202.470.6300

rsteusloff@WPAResearch.com