NOCC_CITIZEN SATISFACTION SURVEY_SEPTEMBER2018_MQ_180907
ADULTS
SEPTEMBER 4-6, 2018

INTRODUCTION: Good evening. My name is _____ and I'm calling from Wilson Perkins Allen Opinion Research, a national public opinion firm. This evening we're conducting a short scientific survey about issues facing the City of New Orleans and we'd like to get your opinions. All of your responses will remain completely confidential and you will not be identified by name or by telephone number in any reports of this information. DO NOT PAUSE

1. First, are you or any member of your immediate family, such as your spouse, parents or children, a member of the news media, a Public Relations company, a police officer, or an employee of the City of New Orleans?

    IF YES, ASK;
    Are you an employee of the City of New Orleans?

    1. Yes, not New Orleans employee.. TERMINATE
    2. Yes, New Orleans employee 4%
    3. No/All other 96%

2. And in what year were you born? TERMINATE IF UNDER 18, RECODE INTO AGE CATEGORIES

    1. Under 18 ask for member of household over 18.................................GO TO Q1
    2. 18-24 ....15%
    3. 25-34 ....21%
    4. 35-44 ....16%
    5. 45-54 ....18%
    6. 55-64 ....16%
    7. 65-74 .... 8%
    8. 75+.. 7%
    9. DK / Refused .... TERMINATE

3.   Now, thinking about the police department here in New Orleans, would you say that you are ROTATE satisfied or unsatisfied END ROTATION with the New Orleans Police Department overall?

IF SATISFIED/UNSATISFIED, ASK:
And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

	TOTAL SATISFIED	1. Very satisfied	2. Somewhat Satisfied	3. Neither satisfied nor unsatisfied DNR	4. Somewhat unsatisfied	5. Very unsatisfied	TOTAL UNSATISFIED	6. DK/Refused DNR
Aug '09	33%	9%	24%	5%	28%	32%	60%	2%
Aug '10	50%	16%	34%	4%	15%	27%	42%	3%
Feb '11	60%	18%	42%	6%	14%	20%	34%	<1%
Aug '11	47%	14%	32%	6%	19%	27%	46%	2%
Feb '12	61%	21%	40%	5%	15%	18%	33%	1%
Aug '12	56%	17%	39%	9%	17%	18%	35%	<1%
March '13	58%	23%	35%	8%	16%	18%	33%	1%
Aug '13	58%	21%	36%	4%	15%	22%	36%	2%
March '14	60%	22%	38%	8%	15%	15%	30%	2%
Feb '15	48%	16%	31%	10%	24%	17%	41%	2%
Aug '15	48%	14%	33%	7%	23%	21%	44%	1%
Sep '16	64%	24%	40%	4%	15%	16%	31%	1%
Sep '17	51%	17%	34%	5%	21%	17%	38%	5%
Sep "18	55%	16%	39%	9%	12%	17%	30%	7%

IF Q3: 1-2 OR Q3: 4-5, ASK:Q4
4.   Please tell me some of the reasons you are INSERT Q4 RESPONSE with the New Orleans Police Department.

PROBE Are there any other reasons that you are INSERT Q4 RESPONSE with the New Orleans Police Department?

RECORD RESPONSE VERBATIM

5.   And thinking about police performance in your neighborhood, would you say that you are ROTATE satisfied or unsatisfied END ROTATION with police performance in your neighborhood overall?

IF SATISFIED/UNSATISFIED, ASK:
And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

	March '13	Aug '13	March '14	Feb '15	Aug '15	Sep '16	Sep '17	Sep- '18
TOTAL SATISFIED	66%	74%	72%	70%	69%	70%	63%	67%
TOTAL UNSATISFIED	26%	20%	21%	23%	25%	22%	22%	20%
1. Very Satisfied	34%	34%	33%	32%	36%	39%	33%	33%
2. Somewhat Satisfied	32%	39%	39%	38%	33%	32%	31%	35%
3. Neither Satisfied nor Unsatisfied DNR	6%	4%	5%	5%	5%	6%	9%	5%
4. Somewhat Unsatisfied	10%	8%	9%	9%	11%	10%	10%	10%
5. Very Unsatisfied	15%	12%	13%	14%	14%	12%	12%	10%
6. Don't Know/Refused DNR	--	2%	1%	2%	1%	2%	5%	8%

6.   And thinking about the police officers in your community, do you think the media is doing an accurate job portraying them?

1.	Yes	47%
2.	No	26%
3.	Don't Know/Refused DNR	27%

Next I am going to read you some specific aspects of the New Orleans Police Department's job. For each one please tell me whether you are ROTATE satisfied or unsatisfied END ROTATION with the New Orleans Police Department in that area.

IF SATISFIED/UNSATISFIED, ASK:
And, would you say are VERY (satisfied/unsatisfied) or just SOMEWHAT?

The (first/next) one is… RANDOMIZE

		Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/ Ref DNR 6.
	Aug '09	33%	7%	26%	2%	26%	37%	63%	1%
	Aug '10	40%	14%	26%	4%	19%	34%	52%	4%
	Feb '11	47%	14%	34%	6%	17%	28%	45%	2%
	Aug '11	50%	12%	38%	3%	16%	28%	44%	3%
	Feb '12	56%	22%	34%	5%	16%	22%	37%	1%
	Aug '12	46%	17%	29%	3%	18%	30%	47%	4%
7. Efforts to address violent crime	March '13	55%	19%	35%	5%	17%	22%	39%	1%
	Aug '13	60%	25%	35%	3%	14%	21%	35%	2%
	March '14	56%	19%	38%	8%	14%	17%	31%	5%
	Feb '15	49%	17%	32%	7%	17%	25%	42%	3%
	Aug '15	50%	18%	32%	3%	18%	27%	45%	3%
	Sep '16	59%	27%	33%	3%	15%	20%	35%	2%
	Sep '17	39%	13%	26%	5%	21%	24%	46%	10%
	Sep '18	47%	20%	27%	6%	18%	23%	41%	6%

		Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/ Ref DNR 6.
8.	Efforts to address crimes against property, like homes and businesses.								
	Aug '09	39%	7%	32%	3%	25%	30%	56%	3%
	Aug '10	51%	17%	34%	8%	14%	24%	38%	3%
	Feb '11	56%	15%	41%	7%	16%	17%	33%	4%
	Aug '11	52%	17%	35%	6%	17%	22%	39%	3%
	Feb '12	58%	23%	35%	7%	14%	18%	32%	3%
	Aug '12	55%	22%	33%	5%	15%	19%	35%	5%
	March '13	59%	23%	36%	6%	14%	16%	30%	4%
	Aug '13	59%	21%	38%	7%	13%	16%	29%	5%
	March '14	60%	22%	38%	4%	18%	12%	30%	6%
	Feb '15	53%	19%	35%	7%	18%	19%	36%	4%
	Aug '15	52%	18%	34%	7%	16%	20%	37%	5%
	Sep '16	62%	27%	35%	5%	12%	17%	30%	3%
	Sep '17	52%	18%	34%	9%	15%	19%	35%	4%
	Sep '18	54%	20%	34%	9%	11%	18%	29%	8%

		Total Sat	Very Sat 1.	Smwt Sat 2.	Neither 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/Ref 6.
9.	Getting drugs off the streets								
	Aug '09	19%	5%	14%	3%	20%	55%	75%	3%
	Aug '10	27%	9%	18%	6%	16%	47%	63%	5%
	Feb '11	31%	9%	23%	5%	20%	40%	61%	3%
	Aug '11	29%	10%	19%	5%	20%	42%	62%	4%
	Feb '12	33%	11%	22%	8%	17%	37%	54%	5%
	Aug '12	38%	14%	24%	5%	13%	42%	55%	3%
	March '13	42%	18%	24%	4%	18%	34%	52%	2%
	Aug '13	42%	16%	26%	5%	15%	37%	52%	2%
	March '14	44%	11%	33%	5%	13%	35%	48%	4%
	Feb '15	41%	14%	28%	7%	17%	31%	47%	5%
	Aug '15	36%	13%	23%	5%	17%	37%	54%	6%
	Sep '16	44%	13%	31%	7%	16%	30%	45%	4%
	Sep '17	41%	12%	29%	9%	15%	29%	44%	7%
	Sep '18	37%	14%	23%	7%	16%	31%	46%	10%

		Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/ Ref DNR 6.
	Aug '09	41%	10%	31%	5%	25%	27%	52%	2%
	Aug '10	50%	19%	31%	7%	14%	26%	40%	3%
	Feb '11	65%	22%	43%	4%	13%	14%	28%	3%
	Aug '11	55%	17%	38%	5%	19%	19%	38%	3%
	Feb '12	61%	26%	35%	6%	13%	17%	30%	3%
	Aug '12	62%	22%	40%	6%	12%	18%	30%	2%
10. Cooperating with the public to address their concerns	March '13	63%	25%	38%	8%	11%	17%	28%	1%
	Aug '13	61%	23%	38%	7%	14%	15%	29%	3%
	March '14	65%	21%	44%	5%	14%	15%	28%	2%
	Feb '15	60%	20%	40%	6%	14%	18%	32%	2%
	Aug '15	66%	24%	42%	4%	14%	13%	28%	3%
	Sep '16	68%	28%	40%	4%	10%	16%	26%	3%
	Sep '17	58%	19%	39%	6%	15%	15%	31%	5%
	Sep '18	63%	27%	35%	2%	11%	16%	28%	8%

	Aug '09	40%	7%	33%	6%	24%	25%	49%	5%
	Aug '10	37%	12%	25%	8%	17%	34%	51%	3%
	Feb '11	45%	12%	33%	7%	24%	22%	46%	2%
	Aug '11	37%	11%	26%	5%	24%	32%	56%	3%
	Feb '12	49%	18%	31%	7%	18%	23%	41%	3%
	Aug '12	52%	18%	34%	5%	16%	24%	40%	3%
11. The honesty and integrity of New Orleans Police officers	March '13	51%	20%	31%	7%	17%	23%	39%	2%
	Aug '13	56%	20%	36%	6%	12%	22%	34%	4%
	March '14	60%	18%	42%	6%	13%	17%	30%	3%
	Feb '15	54%	16%	38%	7%	16%	19%	35%	5%
	Aug '15	59%	21%	38%	6%	17%	14%	31%	4%
	Sep '16	68%	27%	41%	6%	10%	13%	23%	3%
	Sep '17	57%	25%	32%	11%	12%	16%	29%	3%
	Sep '18	52%	19%	34%	11%	12%	14%	25%	11%

		Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/ Ref DNR 6.
12. The overall competence of the New Orleans Police Department	Aug '09	43%	8%	34%	5%	30%	19%	49%	3%
	Aug '10	46%	15%	32%	5%	17%	28%	46%	3%
	Feb '11	54%	14%	40%	6%	22%	17%	39%	1%
	Aug '11	45%	10%	35%	5%	22%	24%	47%	3%
	Feb '12	57%	20%	37%	11%	11%	19%	30%	2%
	Aug '12	55%	21%	34%	4%	17%	22%	38%	2%
	March '13	60%	23%	37%	7%	13%	17%	30%	3%
	Aug '13	60%	20%	40%	6%	13%	17%	30%	3%
	March '14	66%	20%	46%	5%	14%	13%	27%	2%
	Feb '15	58%	16%	42%	8%	15%	18%	33%	1%
	Aug '15	63%	20%	43%	3%	17%	15%	32%	2%
	Sep '16	68%	26%	42%	3%	13%	15%	28%	1%
	Sep '17	56%	18%	38%	8%	15%	18%	33%	3%
	Sep '18	57%	19%	38%	7%	17%	13%	30%	6%
13. Police response times	Feb '15	42%	20%	23%	9%	17%	26%	43%	5%
	Aug '15	42%	20%	22%	5%	14%	31%	45%	8%
	Sep '16	47%	24%	23%	7%	15%	27%	42%	4%
	Sep '17	42%	20%	22%	8%	14%	28%	43%	7%
	Sep '18	44%	18%	26%	10%	14%	23%	38%	8%

Now, thinking about your personal safety…

Please tell me if you ROTATE agree or disagree END ROTATION with each of the following statements:

IF AGREE/DISAGREE, ASK:
And, would you say STRONGLY (agree/disagree) or just SOMEWHAT?

The (first/next) one is… RANDOMIZE

		Total Agree	Strongly Agree 1.	Somewhat Agree 2.	Neither Agree / Disagree DNR 3.	Somewhat Disagree 4.	Strongly Disagree 5.	Total Disagree	DK/ Ref DNR 6.
	Aug '09	69%	31%	38%	2%	15%	14%	29%	0%
	Aug '10	76%	49%	27%	1%	8%	15%	23%	<1%
	Feb '11	74%	37%	37%	1%	12%	12%	25%	<1%
	Aug '11	77%	46%	32%	3%	10%	10%	20%	0%
	Feb '12	81%	53%	29%	1%	6%	11%	17%	<1%
	Aug '12	79%	47%	31%	1%	7%	13%	21%	0%
14. I feel safe in my own neighborhood	March '13	79%	54%	25%	1%	8%	11%	19%	1%
	Aug '13	85%	54%	31%	<1%	9%	5%	14%	0%
	March '14	81%	55%	25%	2%	7%	11%	18%	0%
	Feb '15	77%	47%	30%	1%	7%	15%	22%	<1%
	Aug '15	79%	47%	32%	1%	9%	11%	20%	0%
	Sep '16	78%	53%	25%	1%	7%	14%	21%	<1%
	Sep '17	82%	49%	33%	2%	6%	9%	15%	<1%
	Sep '18	83%	60%	23%	1%	10%	6%	16%	0%
	Aug '09	34%	6%	28%	7%	29%	29%	58%	1%
	Aug '10	44%	20%	24%	6%	19%	28%	47%	3%
	Feb '11	45%	14%	31%	6%	21%	26%	48%	1%
	Aug '11	42%	11%	31%	5%	22%	28%	50%	3%
	Feb '12	39%	14%	25%	4%	18%	36%	54%	3%
15. I feel safe visiting other areas in New Orleans, outside of my own neighborhood	Aug '12	51%	15%	36%	5%	18%	25%	44%	1%
	March '13	45%	19%	26%	7%	20%	28%	48%	<1%
	Aug '13	52%	17%	35%	3%	21%	23%	44%	2%
	March '14	42%	17%	25%	5%	25%	27%	51%	2%
	Feb '15	41%	17%	23%	5%	21%	32%	53%	1%
	Aug '15	46%	19%	28%	4%	22%	26%	48%	1%
	Sep '16	46%	16%	31%	3%	21%	28%	49%	2%
	Sep '17	51%	21%	30%	5%	19%	23%	42%	2%
	Sep '18	42%	17%	25%	8%	23%	24%	46%	4%

16.   Have you had any contact with officers of the New Orleans Police Department in the past 12 months?

	1. Yes	2. No	3. DK/Refused DNR
Aug '09	43%	57%	<1%
Aug '10	41%	59%	<1%
Feb '11	39%	60%	<1%
Aug '11	39%	61%	<1%
Feb '12	31%	69%	<1%
Aug '12	34%	66%	0%
March '13	25%	75%	<1%
Aug '13	29%	71%	1%
March '14	28%	71%	1%
Feb '15	33%	67%	<1%
Aug '15	29%	71%	<1%
Sep '16	40%	60%	<1%
Sep '17	28%	72%	<1%
Sep '18	27%	72%	1%

IF Q16:1, ASK
17.   Was this contact initiated by you or by the police officer?

	1. Respondent	2. Police Officer	3. Both DNR	4. Neither DNR	5. DK/Ref DNR
Aug '09	55%	26%	9%	9%	2%
Aug '10	54%	25%	14%	6%	1%
Feb '11	52%	27%	12%	5%	3%
Aug '11	58%	24%	12%	6%	<1%
Feb '12	57%	17%	13%	10%	3%
Aug '12	56%	30%	8%	5%	1%
March '13	52%	28%	9%	9%	1%
Aug '13	65%	21%	9%	3%	2%
March '14	65%	18%	4%	6%	7%
Feb '15	55%	18%	15%	12%	<1%
Aug '15	66%	21%	5%	6%	2%
Sep '16	62%	25%	6%	6%	1%
Sep '17	70%	21%	4%	4%	1%
Sep '18	62%	19%	5%	10%	4%

IF Q16:1, ASK
18.   Overall, would you say that you are ROTATE satisfied or unsatisfied END ROTATION with the way the police officer handled your situation?

IF SATISFIED/UNSATISFIED, ASK:
And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

		March '13	Aug '13	March '14	Feb '15	Aug '15	Sep '16	Sep '17	Sep '18
	TOTAL SATISFIED	72%	63%	60%	59%	67%	76%	71%	70%
	TOTAL UNSATISFIED	21%	31%	32%	34%	27%	21%	27%	24%
1.	Very Satisfied	45%	42%	46%	41%	47%	50%	51%	56%
2.	Somewhat Satisfied	27%	21%	14%	18%	20%	26%	20%	14%
3.	Neither Satisfied nor Unsatisfied DNR	5%	2%	3%	6%	1%	1%	1%	2%
4.	Somewhat Unsatisfied	6%	8%	4%	8%	7%	7%	6%	4%
5.	Very Unsatisfied	15%	23%	28%	27%	20%	14%	21%	20%
6.	Don't Know/Refused DNR	3%	4%	6%	<1%	4%	2%	1%	5%

IF Q16:1, ASK
19.   Do you recall if the New Orleans police department employee was ROTATE pleasant and courteous or rude and unpleasant END ROTATION?

IF PLEASANT AND COURTEOUS/RUDE AND UNPLEASANT, ASK:
And would you say that person was VERY (pleasant and courteous/rude and unpleasant) or just SOMEWHAT (pleasant and courteous/rude and unpleasant)?

	TOTAL PLEASANT AND COURTEOUS	87%
	TOTAL RUDE AND UNPLEASANT	11%
1.	Very Pleasant and Courteous	74%
2.	Somewhat Pleasant and Courteous	13%
3.	Don't Know/Refused DNR	2%
4.	Somewhat Rude and Unpleasant	3%
5.	Very Rude and Unpleasant	7%

Now, thinking about a local crime-reducing effort...

20.   Would you say you are ROTATE familiar or unfamiliar END ROTATION with Crimestoppers, the citizen-run nonprofit anonymous tip line that offers cash rewards upon arrest for information about felony crimes?

IF FAMILIAR/UNFAMILIAR, ASK:
And would you say you are VERY (familiar/unfamiliar) or just SOMEWHAT (familiar/unfamiliar)?

		Aug '12	March '13	Aug '13	March '14	Feb '15	Aug '15	Sep '16	Sep '17	Sep '18
	TOTAL FAMILIAR	88%	79%	84%	85%	83%	81%	82%	80%	77%
	TOTAL UNFAMILIAR	10%	17%	14%	13%	14%	16%	16%	16%	21%
1.	Very Familiar	45%	47%	44%	39%	44%	42%	45%	44%	38%
2.	Somewhat Familiar	42%	32%	39%	45%	39%	39%	38%	36%	38%
3.	Never Heard of DNR	2%	3%	2%	1%	2%	1%	1%	3%	1%
4.	DK/Refused DNR	0%	1%	1%	1%	1%	2%	1%	1%	1%
5.	Somewhat Unfamiliar	6%	8%	6%	4%	6%	8%	6%	6%	7%
6.	Very Unfamiliar	5%	9%	8%	9%	8%	8%	10%	10%	13%

IF Q20=1-2, ASK:
21.   If you had information about a felony crime, would you call Crimestoppers to anonymously share what you knew for Crimestoppers to pass it on to law enforcement?

IF YES/ NO, ASK:
And, would you say you DEFINITELY (would/would not) call or PROBABLY (would/would not) call Crimestoppers?

		Aug '12	March '13	Aug '13	March '14	Feb '15	Aug '15	Sep '16	Sep '17	Sep '18
	TOTAL WOULD	90%	90%	91%	88%	90%	90%	85%	89%	82%
	TOTAL WOULD NOT	6%	7%	4%	10%	6%	8%	3%	8%	14%
1.	Definitely Would	82%	79%	74%	73%	77%	71%	81%	65%	69%
2.	Probably Would	8%	10%	17%	15%	14%	19%	4%	24%	13%
3.	DK/Refused DNR	4%	4%	4%	2%	4%	2%	6%	3%	4%
4.	Probably Would Not	2%	4%	4%	7%	3%	3%	2%	3%	10%
5.	Definitely Would Not	4%	3%	1%	3%	2%	4%	<1%	5%	4%

Now, just a few more questions for statistical purposes...

22.   And have you ever been convicted of a felony or been imprisoned for committing a felony?

1.   Yes   3%
2.   No   96%

23.   What is the highest level of formal education you have completed?

1.	Less than high school graduate	9%
2.	High school graduate	35%
3.	Some College	23%
4.	College graduate	17%
5.	Post graduate	15%
6.	DK/Refused DNR	1%

24.   What is your race?

1.	White	34%
2.	Hispanic, Mexican, Latino, Spanish	4%
3.	African-American	58%
4.	Asian	2%
5.	Other (specify) _____	0%
6.	Refused DNR	1%

25.   Sex: BY OBSERVATION

1.	Male	47%
2.	Female	53%

26.   District: PRE-CODE

1.	District 1	9%
2.	District 2	19%
3.	District 3	18%
4.	District 4	15%
5.	District 5	8%
6.	District 6	11%
7.	District 7	17%
8.	District 8	4%

27.   Method: PRECODE

1.	Cell	37%
2.	Landline	63%