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NOCC_CITIZEN SATISFACTION SURVEY_ MQ_090825
NOCC-001
ADULTS
AUGUST 23-24, 2009

SAMPLE:

n=600 Adults (n=75 per district)

NO CODE/ASK ALL QUESTIONS/NOTE DIFFERENCES IN QUESTION BY SAMPLE SPECIFICATION

INTRODUCTION: Good evening. My name is _____ and I'm calling from Wilson Research Strategies, 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**

SCREENER

1. First, are you or any member of your immediate family, such as your spouse, parents or children, a member of the news media, or 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 7%
- 3. No/All other 93%

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 18%
- 3. 25-34 12%
- 4. 35-44 18%
- 5. 45-54 18%
- 6. 55-64 18%
- 7. 65-74 7%
- 8. 75+ 9%
- 9. DK / Refused **TERMINATE**

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

- 1. Yes **TERMINATE**
- 2. No/All other 100%





10. 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?

IF SATISFIED/UNSATISFIED, ASK:

And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

		Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8
	TOTAL SATISFIED	33%	36%	35%	31%	40%	27%	39%	38%	19%
	TOTAL UNSATISFIED	60%	60%	60%	64%	52%	67%	47%	54%	74%
1.	Very Satisfied	9%	14%	15%	6%	8%	7%	10%	12%	2%
2.	Somewhat Satisfied	24%	23%	20%	25%	31%	20%	29%	26%	17%
3.	Neither Satisfied nor Unsatisfied DNR	5%	2%	5%	4%	3%	4%	10%	7%	7%
4.	Somewhat Unsatisfied	28%	28%	25%	22%	24%	34%	26%	24%	38%
5.	Very Unsatisfied	32%	32%	35%	42%	28%	34%	21%	30%	36%
6.	Don't Know/Refused DNR	2%	1%	-	1%	5%	1%	3%	1%	-

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 satisfied or unsatisfied 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 Unsatisfied 5.	Total Unsatisfied	DK/Ref DNR 6.	
	Total	33%	7%	26%	2%	26%	37%	63%	1%	
	DIST1	40%	12%	28%	1%	27%	31%	58%	1%	
	DIST2	26%	6%	19%	2%	35%	35%	71%	2%	
11.	Efforts to reduce violent crime	DIST3	23%	5%	18%	2%	23%	50%	73%	2%
		DIST4	48%	11%	36%	1%	13%	37%	50%	1%
		DIST5	33%	3%	30%	3%	29%	35%	65%	-
		DIST6	37%	6%	31%	2%	31%	28%	59%	2%
		DIST7	39%	6%	32%	3%	23%	36%	59%	-
		DIST8	20%	5%	15%	3%	28%	44%	72%	5%

		Total	39%	7%	32%	3%	25%	30%	56%	3%
		DIST1	51%	7%	44%	2%	16%	29%	45%	2%
		DIST2	36%	5%	31%	5%	34%	25%	59%	1%
12.	Efforts to reduce crimes against property, like homes and businesses.	DIST3	45%	8%	37%	4%	18%	32%	49%	2%
		DIST4	36%	3%	34%	-	24%	35%	60%	4%
		DIST5	33%	4%	29%	3%	19%	42%	61%	3%
		DIST6	41%	9%	32%	7%	31%	19%	50%	2%
		DIST7	41%	13%	27%	-	26%	28%	54%	5%
		DIST8	25%	4%	21%	4%	34%	33%	67%	5%



	Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat <u>DNR</u> 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/ Ref <u>DNR</u> 6.
Total	19%	5%	14%	3%	20%	55%	75%	3%
<u>DIST1</u>	22%	10%	12%	3%	21%	52%	73%	2%
<u>DIST2</u>	24%	11%	14%	1%	21%	51%	72%	3%
<u>DIST3</u>	9%	3%	6%	4%	13%	66%	79%	8%
<u>DIST4</u>	18%	2%	15%	1%	26%	54%	80%	1%
<u>DIST5</u>	21%	1%	20%	2%	15%	59%	74%	2%
<u>DIST6</u>	22%	8%	14%	4%	28%	44%	73%	2%
<u>DIST7</u>	21%	6%	16%	1%	14%	62%	76%	2%
<u>DIST8</u>	16%	4%	12%	8%	19%	51%	70%	6%

13. Getting Drugs off the streets



		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.
14. Enforcing Traffic Laws	Total	55%	18%	38%	7%	15%	20%	35%	3%
	DIST1	58%	23%	35%	6%	13%	21%	34%	2%
	DIST2	74%	23%	50%	10%	5%	9%	14%	3%
	DIST3	58%	18%	40%	5%	13%	19%	32%	5%
	DIST4	50%	17%	33%	8%	20%	20%	40%	2%
	DIST5	43%	9%	34%	12%	19%	27%	46%	-
	DIST6	60%	20%	40%	2%	20%	16%	36%	2%
	DIST7	62%	22%	39%	-	16%	22%	37%	1%
	DIST8	38%	9%	29%	15%	18%	23%	41%	5%

15. Cooperating with the public to address their concerns	Total	41%	10%	31%	5%	25%	27%	52%	2%
	DIST1	44%	11%	32%	1%	26%	28%	55%	1%
	DIST2	49%	13%	36%	6%	23%	19%	42%	2%
	DIST3	40%	9%	31%	5%	18%	36%	54%	1%
	DIST4	45%	10%	36%	4%	18%	29%	47%	4%
	DIST5	37%	6%	31%	11%	26%	25%	51%	1%
	DIST6	45%	14%	31%	1%	29%	24%	53%	1%
	DIST7	43%	15%	29%	2%	31%	23%	54%	1%
	DIST8	28%	5%	23%	10%	26%	32%	58%	3%

16. The Honesty and integrity of new Orleans Police officers	Total	40%	7%	33%	6%	24%	25%	49%	5%
	DIST1	37%	9%	28%	5%	29%	25%	55%	4%
	DIST2	48%	6%	42%	6%	25%	15%	40%	6%
	DIST3	40%	7%	33%	6%	23%	27%	50%	4%
	DIST4	43%	9%	34%	6%	26%	19%	46%	5%
	DIST5	35%	7%	28%	11%	15%	39%	54%	1%
	DIST6	48%	10%	39%	4%	20%	24%	43%	4%
	DIST7	43%	8%	35%	6%	23%	21%	44%	7%
	DIST8	29%	3%	26%	6%	32%	27%	58%	7%

17. The professionalism of New Orleans Police officers	Total	49%	10%	39%	5%	22%	21%	44%	3%
	DIST1	48%	16%	32%	6%	30%	12%	42%	4%
	DIST2	57%	9%	48%	4%	25%	9%	34%	5%
	DIST3	42%	7%	35%	5%	16%	36%	52%	2%
	DIST4	52%	9%	43%	3%	23%	18%	41%	4%
	DIST5	40%	8%	32%	4%	20%	33%	52%	3%
	DIST6	54%	14%	40%	3%	23%	19%	42%	1%
	DIST7	55%	12%	43%	6%	20%	19%	38%	-
	DIST8	40%	5%	35%	7%	23%	27%	49%	4%



		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.
18. The general attitude and behavior of officers toward citizens	Total	50%	11%	38%	6%	21%	20%	41%	3%
	DIST1	49%	11%	39%	6%	19%	25%	45%	-
	DIST2	61%	14%	47%	7%	18%	12%	30%	2%
	DIST3	44%	14%	31%	8%	21%	23%	44%	4%
	DIST4	53%	13%	39%	7%	21%	14%	35%	6%
	DIST5	35%	6%	29%	6%	26%	28%	54%	4%
	DIST6	63%	15%	48%	1%	22%	12%	34%	3%
	DIST7	52%	10%	42%	5%	22%	19%	41%	2%
	DIST8	40%	7%	33%	10%	22%	25%	47%	3%

19. The overall competence of the New Orleans Police Department	Total	43%	8%	34%	5%	30%	19%	49%	3%
	DIST1	46%	15%	31%	3%	34%	12%	46%	5%
	DIST2	47%	7%	39%	6%	28%	13%	41%	6%
	DIST3	40%	10%	30%	3%	29%	27%	55%	2%
	DIST4	49%	8%	41%	8%	27%	12%	40%	3%
	DIST5	34%	2%	32%	4%	31%	30%	60%	1%
	DIST6	46%	8%	38%	7%	35%	11%	46%	1%
	DIST7	51%	13%	38%	7%	17%	24%	41%	1%
	DIST8	29%	4%	26%	4%	40%	26%	66%	2%



Please tell me if you agree or disagree 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.	
Total	69%	31%	38%	2%	15%	14%	29%	-	
DIST1	73%	36%	37%	1%	16%	9%	26%	-	
DIST2	83%	32%	51%	2%	7%	8%	15%	-	
DIST3	88%	49%	39%	2%	6%	5%	10%	-	
20. I feel safe in my own neighborhood	DIST4	62%	35%	27%	2%	20%	17%	36%	-
	DIST5	63%	25%	37%	5%	12%	21%	32%	-
	DIST6	70%	26%	44%	1%	14%	15%	29%	-
	DIST7	48%	23%	25%	6%	27%	19%	46%	-
	DIST8	62%	19%	42%	-	21%	17%	38%	-

	Total	34%	6%	28%	7%	29%	29%	58%	1%
	DIST1	43%	9%	34%	8%	27%	20%	47%	2%
	DIST2	42%	2%	40%	11%	22%	25%	47%	-
21. I feel safe visiting other areas in New Orleans, outside of my own neighborhood	DIST3	39%	7%	32%	1%	27%	32%	59%	1%
	DIST4	28%	8%	20%	4%	37%	29%	66%	2%
	DIST5	29%	7%	22%	12%	34%	26%	60%	-
	DIST6	33%	6%	27%	5%	33%	26%	59%	3%
	DIST7	28%	9%	19%	13%	24%	34%	58%	1%
	DIST8	33%	4%	28%	2%	27%	39%	66%	-

ASK SAMPLE A:

IF AGREE/DISAGREE ON Q20, Q20:1-2, 4-5, ASK:

22.A What are some of the reasons you (feel safe/do not feel safe) in your neighborhood?

PROBE: What else can you tell me about that?

SEE VERBATIM RESPONSES

ASK SAMPLE B:

IF AGREE/DISAGREE ON Q21, Q21:1-2, 4-5, ASK:

22.B What are some of the reasons you (feel safe/do not feel safe) visiting other areas of New Orleans outside of your own neighborhood?

PROBE: What else can you tell me about that?

SEE VERBATIM RESPONSES



23. Have you or any member of your household been the victim of a crime during the past twelve months?

		<u>Total</u>	<u>Dist 1</u>	<u>Dist 2</u>	<u>Dist 3</u>	<u>Dist 4</u>	<u>Dist 5</u>	<u>Dist 6</u>	<u>Dist 7</u>	<u>Dist 8</u>
1.	Yes	14%	13%	13%	8%	8%	24%	18%	12%	14%
2.	No	86%	86%	87%	91%	92%	76%	82%	88%	86%
3.	Don't Know/Refused	*	1%	-	1%	-	-	-	-	-

IF VICTIM OF A CRIME, Q23:1, ASK:

n=82

24. And did you call 911 to report the crime?

		<u>Total</u>	<u>Dist 1</u>	<u>Dist 2</u>	<u>Dist 3</u>	<u>Dist 4</u>	<u>Dist 5</u>	<u>Dist 6</u>	<u>Dist 7</u>	<u>Dist 8</u>
1.	Yes	59%	71%	32%	36%	50%	89%	56%	54%	49%
2.	No	40%	29%	68%	64%	50%	11%	38%	46%	51%
3.	Don't Know/Refused DNR	1%	-	-	-	-	-	6%	-	-

IF CALLED 911, Q24:1, ASK:

n=49

25. And would you say the 911 operator answered your call **ROTATE TOP-TO-BOTTOM, BOTTOM-TO-TOP** very quickly, somewhat quickly, somewhat too slowly, or much too slowly?

		<u>Total</u>	<u>Dist 1</u>	<u>Dist 2</u>	<u>Dist 3</u>	<u>Dist 4</u>	<u>Dist 5</u>	<u>Dist 6</u>	<u>Dist 7</u>	<u>Dist 8</u>
	TOTAL QUICKLY	71%	44%	100%	40%	78%	62%	69%	100%	100%
	TOTAL SLOWLY	17%	24%	-	60%	22%	15%	31%	-	-
1.	Very quickly	42%	34%	60%	40%	78%	37%	34%	82%	13%
2.	Somewhat quickly	28%	9%	40%	-	-	25%	35%	18%	87%
3.	Somewhat too slowly	5%	-	-	60%	22%	-	8%	-	-
4.	Much too slowly	12%	24%	-	-	-	15%	24%	-	-
5.	Don't Know/Refused DNR	12%	32%	-	-	-	24%	-	-	-

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

		<u>Total</u>	<u>Dist 1</u>	<u>Dist 2</u>	<u>Dist 3</u>	<u>Dist 4</u>	<u>Dist 5</u>	<u>Dist 6</u>	<u>Dist 7</u>	<u>Dist 8</u>
1.	Yes	43%	51%	37%	38%	39%	42%	41%	36%	61%
2.	No	57%	48%	63%	62%	61%	58%	59%	63%	38%
3.	Don't Know/Refused DNR	*	1%	-	-	-	-	-	1%	1%



IF Q26:1, ASK

n=259

27. Was this contact initiated by you or by the police officer?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8
1. Respondent	55%	45%	58%	55%	44%	57%	57%	59%	61%
2. Police officer	26%	24%	28%	28%	19%	26%	24%	33%	26%
3. Both DNR	9%	13%	5%	13%	14%	10%	6%	4%	6%
4. Neither DNR	9%	12%	7%	4%	19%	7%	13%	4%	5%
5. Don't Know/Refused DNR	2%	6%	3%	-	3%	-	-	-	3%

28. Have you called or visited any New Orleans City Police Station in the past 12 months?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8
1. Yes	22%	26%	15%	22%	22%	30%	17%	16%	28%
2. No	78%	74%	85%	78%	78%	70%	82%	84%	72%
3. Don't Know/Refused DNR	*	1%	-	-	-	-	2%	-	-

IF YES ON Q23, 24, OR 28, READ INTRO AND THEN ASK Q29-31 AS APPROPRIATE

Now, thinking some more about the contact you have had with the New Orleans police department recently, I am going to read you each of the ways you said you have been in contact with the department one at a time. For each one I would like you to tell me about the attitude and courtesy of the New Orleans police Department employee you had contact with.

As I read each one, please tell me if you recall that New Orleans police department employee as being pleasant and courteous or rude and unpleasant.

IF PLEASANT/UNPLEASANT, ASK:

And would you say that person was VERY (pleasant and courteous/rude and unpleasant) or just SOMEWHAT?

The (first/next) one is...**RANDOMIZE**

	Total Pleasant	Very Pleasant 1.	Somewhat Pleasant 2.	Neither /Neutral DNR 3.	Somewhat Unpleasant 4.	Very Unpleasant 5.	Total Unpleasant	DK/ Ref DNR 6.
Total	53%	27%	26%	15%	9%	16%	25%	7%
DIST1	35%	28%	7%	28%	20%	17%	37%	-
DIST2	46%	26%	20%	20%	28%	-	28%	6%
DIST3	54%	14%	39%	11%	-	22%	22%	14%
DIST4	81%	44%	36%	8%	-	11%	11%	-
DIST5	57%	21%	36%	9%	12%	18%	30%	3%
DIST6	65%	43%	22%	-	-	21%	21%	14%
DIST7	43%	33%	10%	25%	-	22%	22%	11%
DIST8	45%	6%	39%	28%	8%	12%	19%	8%

IF Q23:1, ASK

n=82

29. Officers of the New Orleans Police Department you met outside of a police station



	Total Pleasant	Very Pleasant 1.	Somewhat Pleasant 2.	Neither /Neutral DNR 3.	Somewhat Unpleasant 4.	Very Unpleasant 5.	Total Unpleasant	DK/ Ref DNR 6.
Total	68%	44%	24%	16%	5%	4%	9%	7%
DIST1	45%	26%	18%	24%	15%	-	15%	16%
DIST2	76%	36%	40%	24%	-	-	-	-
DIST3	40%	40%	-	-	-	60%	60%	-
DIST4	40%	-	40%	19%	22%	-	22%	19%
DIST5	76%	52%	24%	20%	-	4%	4%	-
DIST6	86%	54%	31%	-	-	-	-	14%
DIST7	82%	82%	-	18%	-	-	-	-
DIST8	57%	25%	32%	16%	14%	-	14%	13%
Total	77%	41%	36%	8%	9%	2%	11%	4%
DIST1	63%	36%	28%	16%	12%	-	12%	9%
DIST2	76%	40%	36%	6%	6%	6%	11%	7%
DIST3	87%	39%	48%	9%	4%	-	4%	-
DIST4	80%	55%	25%	14%	6%	-	6%	-
DIST5	77%	30%	47%	3%	17%	3%	20%	-
DIST6	75%	43%	32%	5%	10%	10%	20%	-
DIST7	74%	40%	33%	19%	-	-	-	8%
DIST8	80%	47%	33%	-	13%	-	13%	7%

IF Q24:1, ASK
n=49
30. 911 Operators

IF Q28:1, ASK
n=130
31. Employees at New Orleans Police Stations

32. Now, I'd like to ask one question that is very important and your answer will be taken very seriously...What is the one thing you would suggest the New Orleans Police Department do to better serve you and the public?

PROBE: What else can you tell me about that?

SEE VERBATIM RESPONSES



Now, just a few more questions for statistical purposes:

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

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8
1. Less than high school graduate	6%	5%	7%	4%	9%	12%	5%	5%	-
2. High school graduate	16%	21%	5%	11%	16%	27%	18%	21%	9%
3. Some College	23%	27%	17%	25%	24%	27%	15%	29%	24%
4. College graduate	30%	23%	34%	30%	33%	23%	31%	28%	36%
5. Post graduate	24%	22%	36%	31%	18%	12%	30%	17%	30%
6. DK/Refused DNR	1%	2%	1%	-	-	-	1%	-	2%

34. What is your race?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8
1. White	31%	25%	43%	31%	30%	22%	36%	9%	51%
2. Hispanic, Mexican, Latino, Spanish	4%	6%	5%	5%	5%	2%	6%	1%	2%
3. African-American	60%	65%	49%	55%	61%	71%	51%	87%	41%
4. Asian	1%	1%	1%	2%	-	-	-	1%	1%
5. Other (specify) _____	3%	1%	-	5%	3%	5%	4%	1%	3%
6. Refused DNR	2%	2%	3%	1%	2%	-	4%	1%	2%

35. How long have you been a resident of New Orleans?

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8
1. Less than 1 year	1%	-	-	3%	3%	-	1%	-	1%
2. 1 to 4 years	5%	2%	9%	6%	4%	1%	8%	3%	11%
3. 5 to 9 years	3%	2%	6%	5%	4%	1%	-	-	6%
4. 10 to 15 years	7%	4%	4%	2%	15%	11%	10%	2%	9%
5. More than 15 years	83%	91%	82%	84%	74%	87%	80%	93%	71%
6. DK/ Refused DNR	1%	1%	-	-	-	-	2%	1%	1%

36. Sex: **BY OBSERVATION**

	Total	Dist 1	Dist 2	Dist 3	Dist 4	Dist 5	Dist 6	Dist 7	Dist 8
1. Male	45%	44%	37%	50%	45%	38%	58%	36%	51%
2. Female	55%	56%	63%	50%	55%	62%	42%	64%	49%



37. District: **PRE-CODE**

	Total
1. District 1	12%
2. District 2	12%
3. District 3	12%
4. District 4	13%
5. District 5	13%
6. District 6	12%
7. District 7	13%
8. District 8	12%