



OPINION RESEARCH

New Orleans Crime Coalition

August 2013 Citizen Satisfaction Study

Conducted August 26-28, 2013

n=600 Adults (75 per Police District)

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

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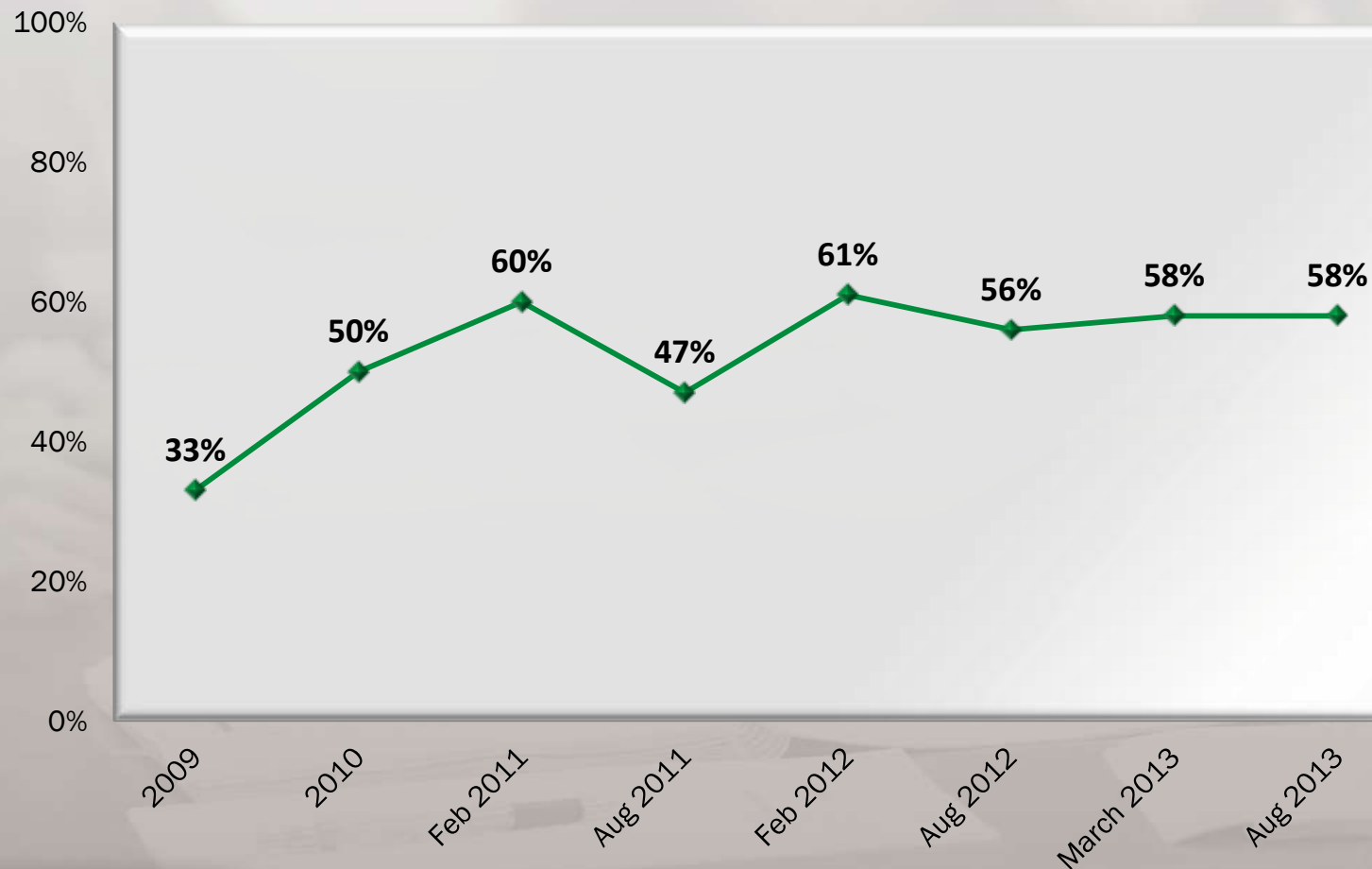
POLICE DEPARTMENT SATISFACTION



Overall satisfaction with the New Orleans Police Department held steady since March.

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

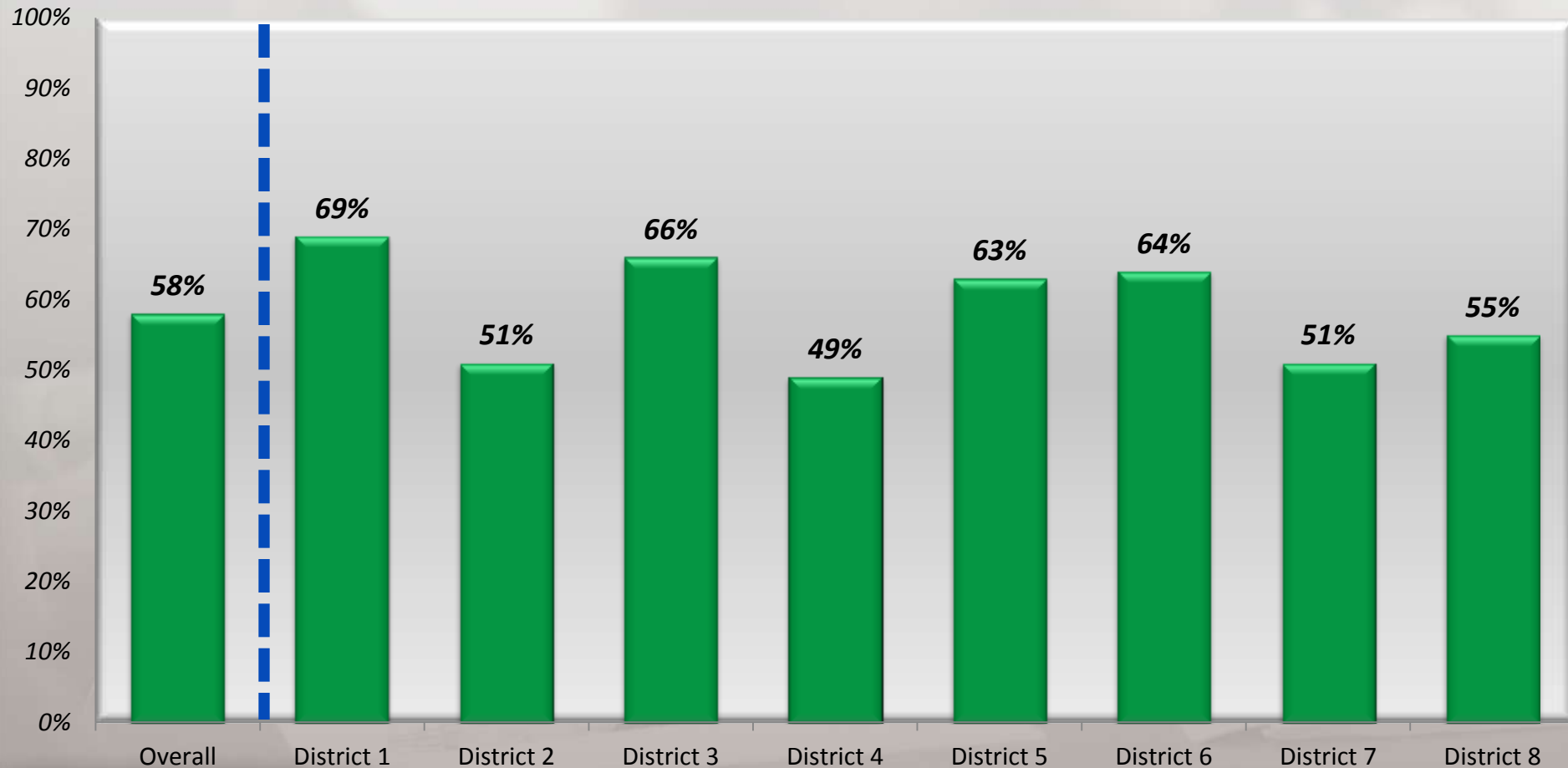




In all districts but four overall satisfaction is higher than 50%.

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

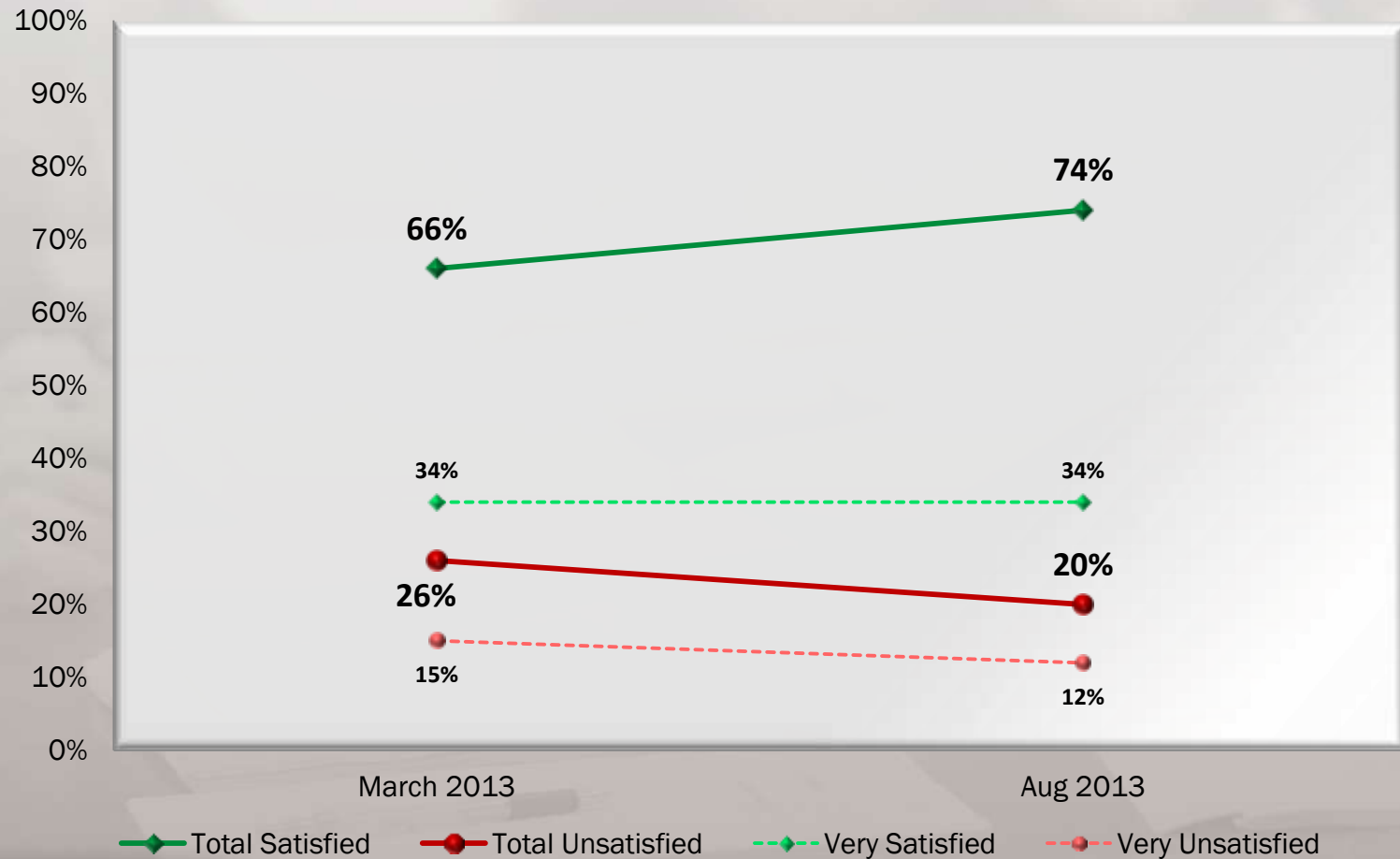




Satisfaction with police performance in respondent's neighborhoods has increased since March.

Q5: And thinking about police performance in your neighborhood, would you say that you are satisfied or unsatisfied with police performance in your neighborhood overall?

Q5: Satisfaction with Police Performance

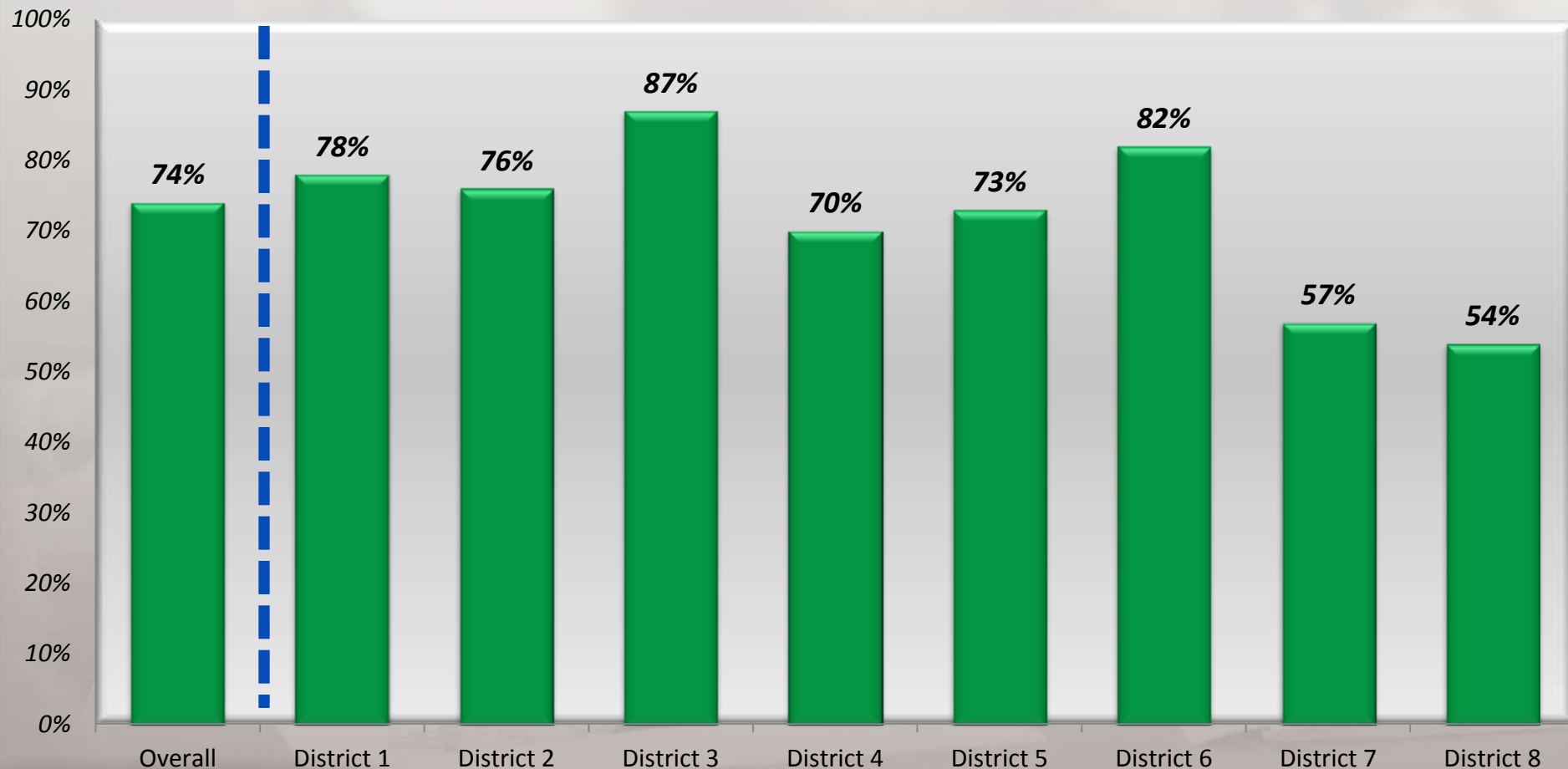




Districts seven and eight have the lowest rating on police performance in the respondent's neighborhood.

Q5: And thinking about police performance in your neighborhood, would you say that you are satisfied or unsatisfied with police performance in your neighborhood overall?

Q5: Satisfaction with Police Performance by Police District

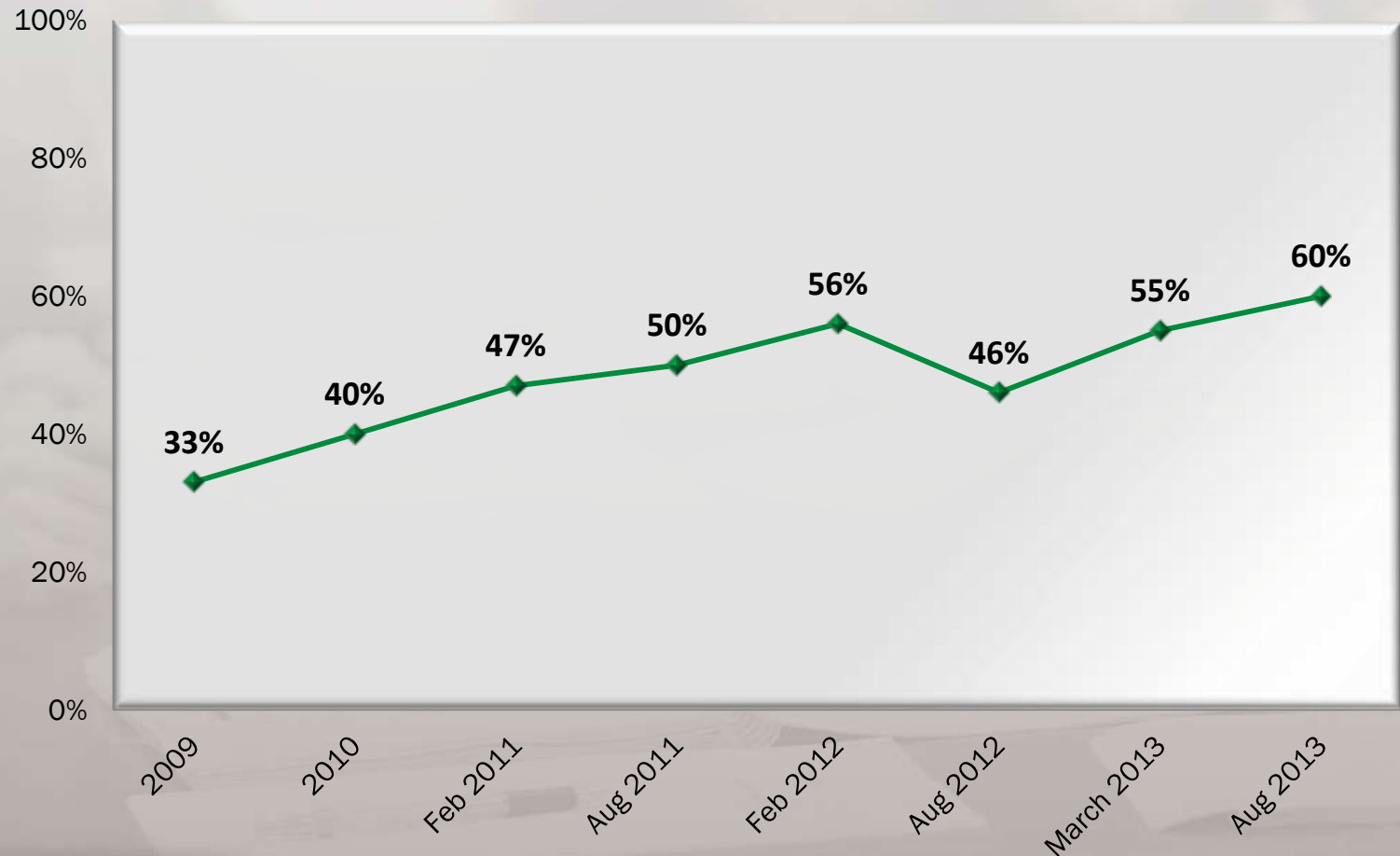




Efforts to address violent crime continue to increase.

Q6: Police Department Satisfaction – Efforts to address violent crime

Q6: Efforts to Address Violent Crime

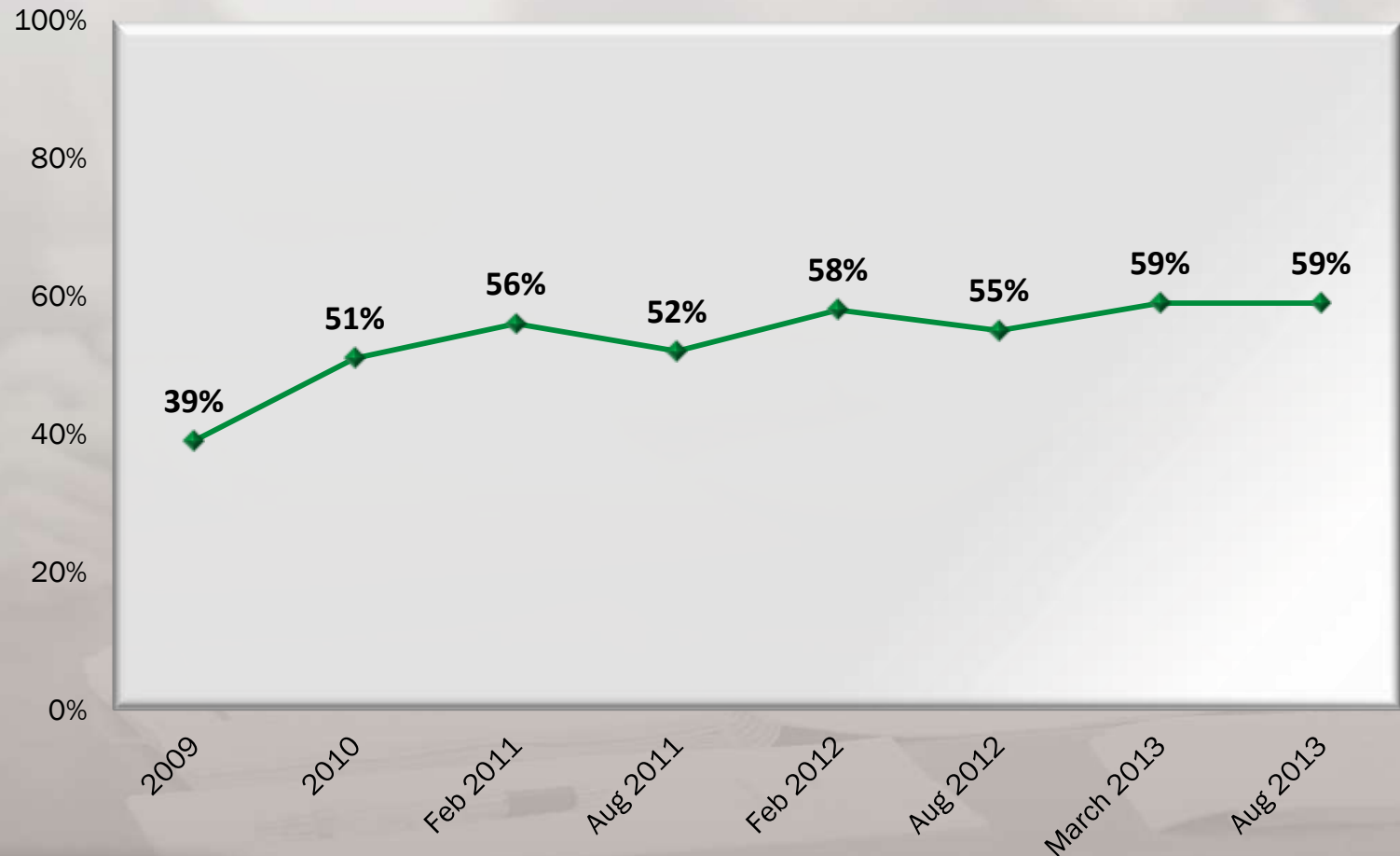




Efforts to address property crime has held steady at 59% satisfied.

Q7: Police Department Satisfaction – Efforts to address crimes against property like homes and businesses

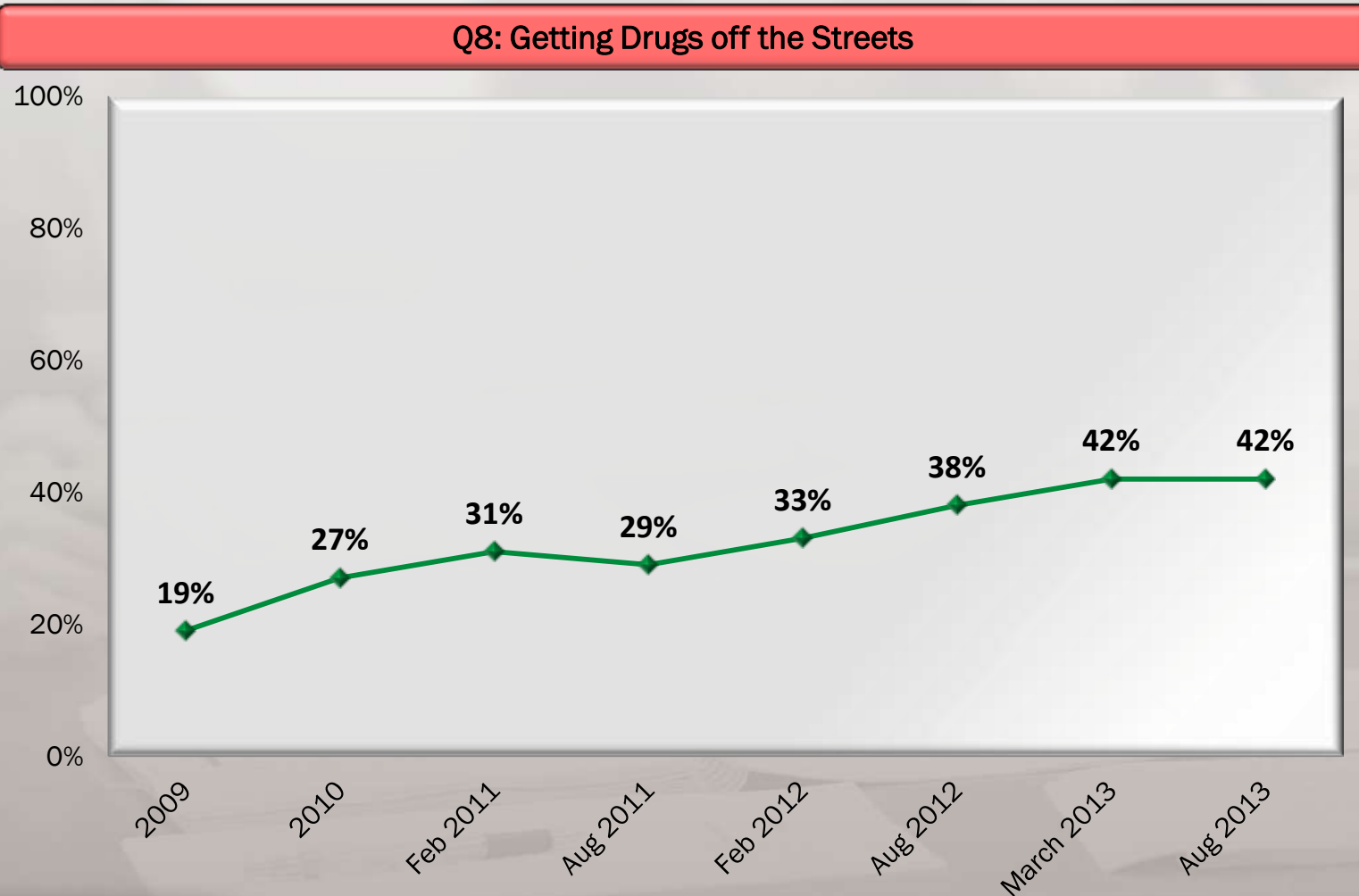
Q7: Efforts to Address Property Crimes





Satisfaction with efforts to get drugs off the streets held at 42%.

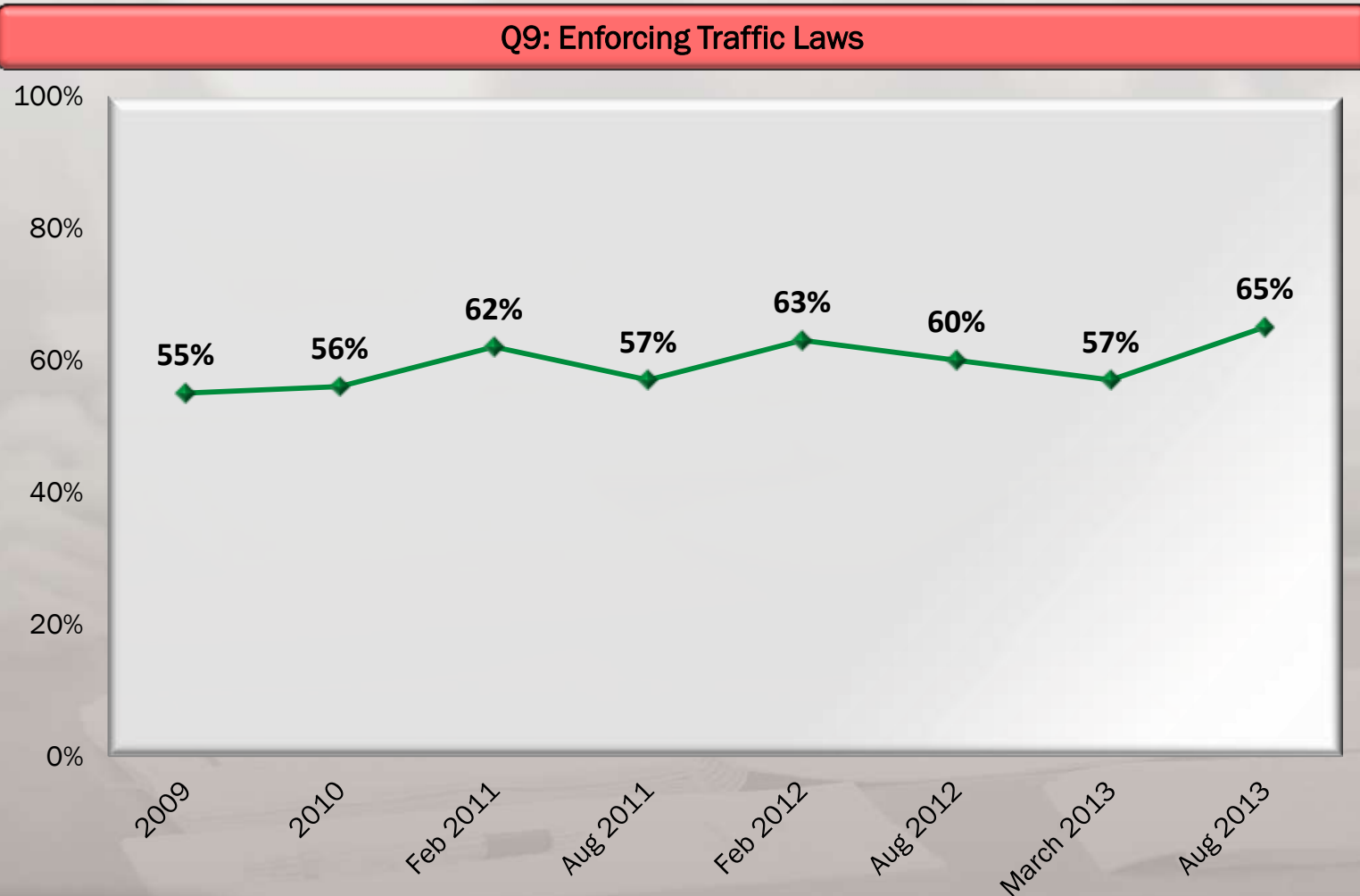
Q8: Police Department Satisfaction – Getting drugs off the streets





Nearly two thirds (65%) of respondents are satisfied with the department's enforcement of traffic laws.

Q9: Police Department Satisfaction – Enforcing traffic laws

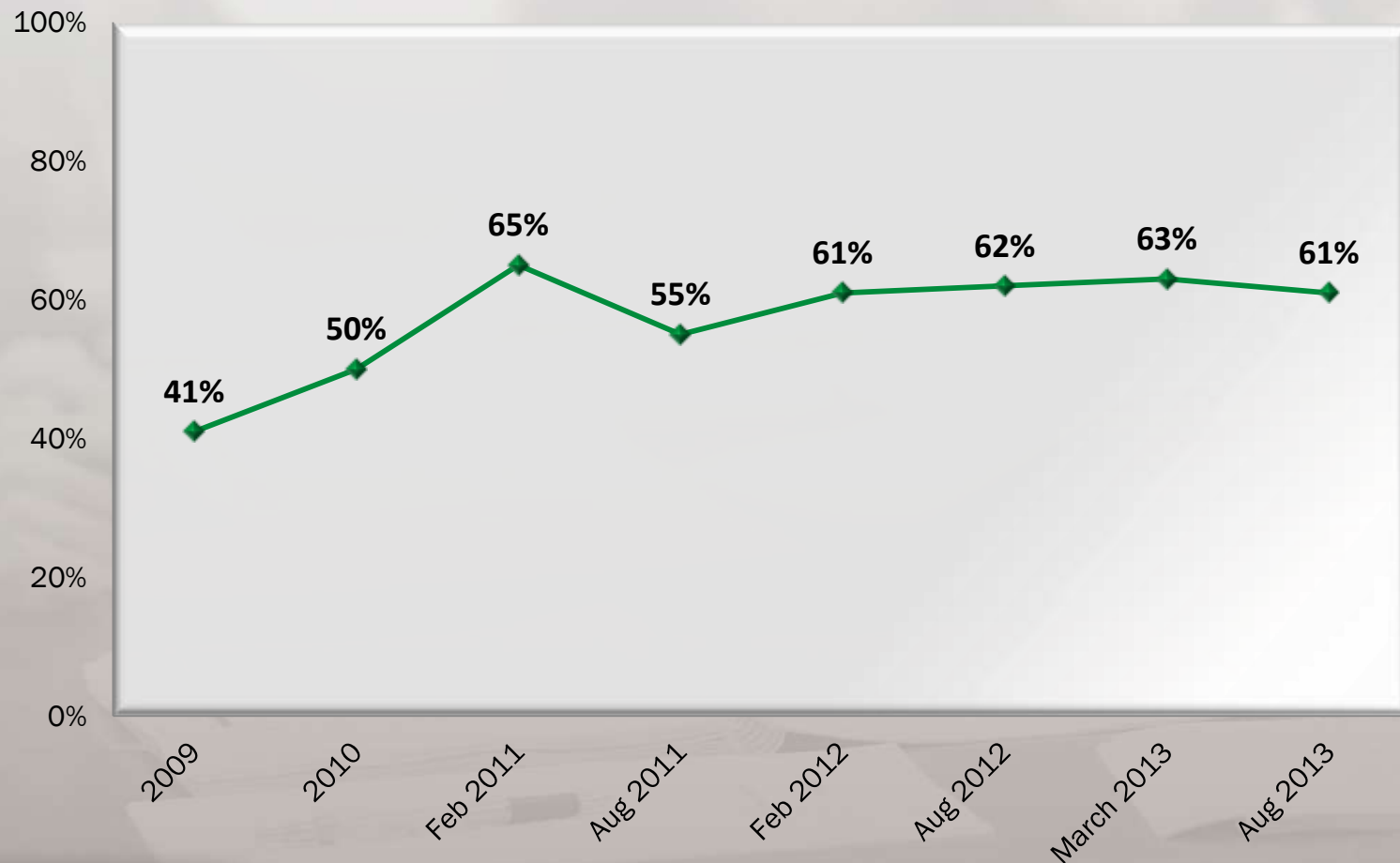




Cooperation with the public has held steady in the low sixties since February of 2012.

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

Q10: Cooperating with the Public

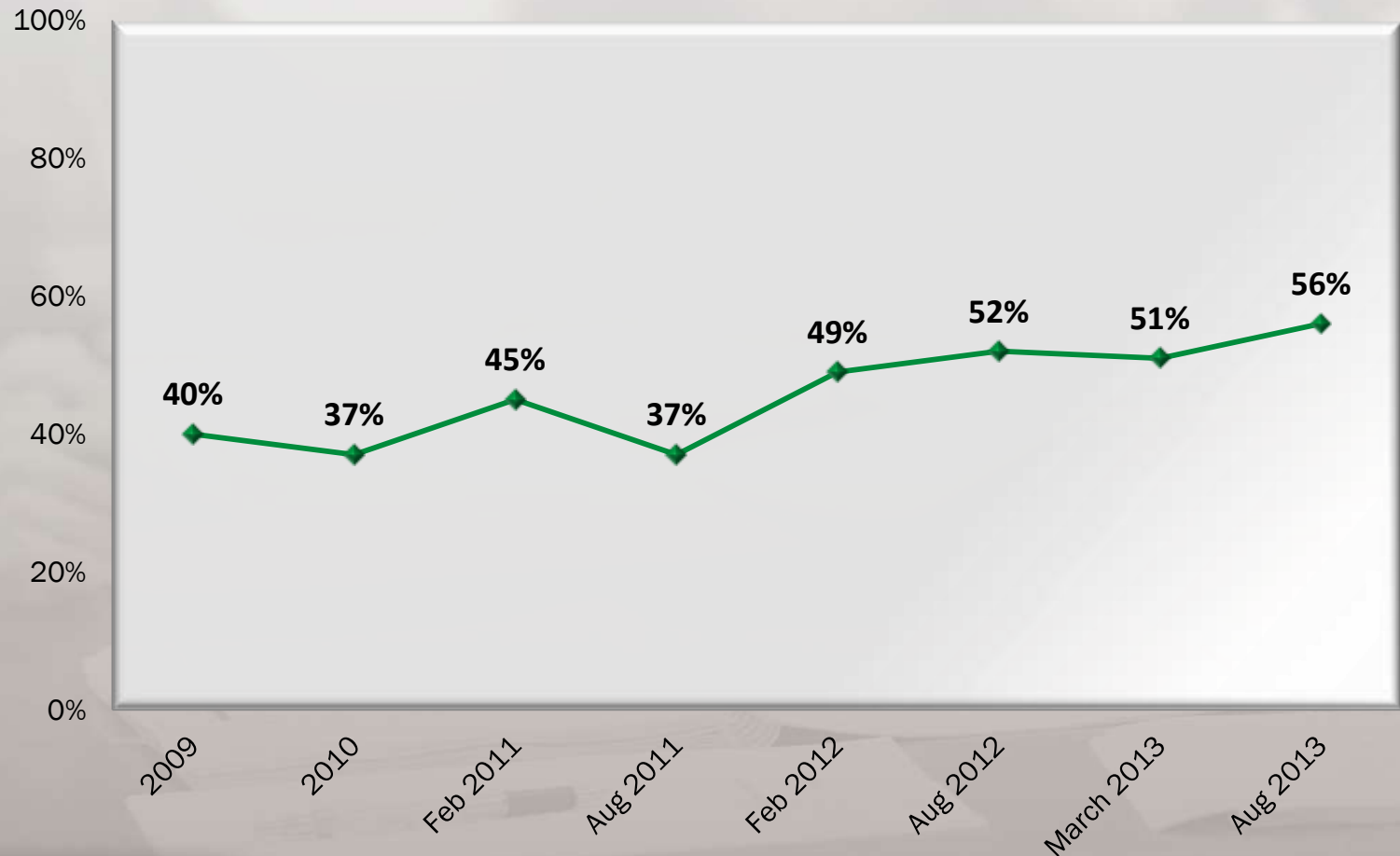




Honesty and integrity has reached an all time high at 56% satisfied.

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

Q11: Honesty and Integrity of Police Officers

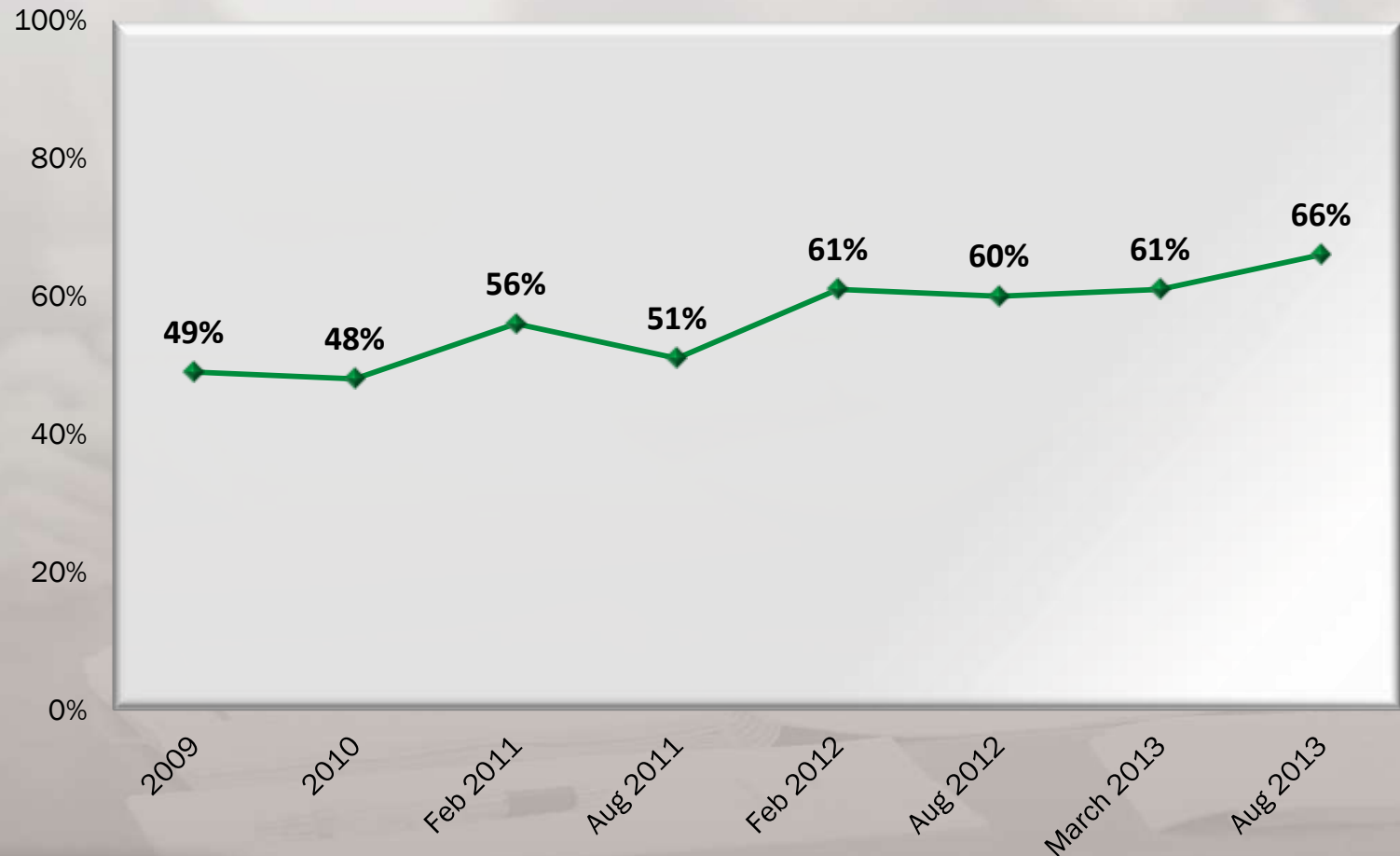




Professionalism of police officers has reached an all-time high at 66%.

Q12: Police Department Satisfaction – Professionalism of New Orleans Police officers

Q12: Professionalism of Police Officers

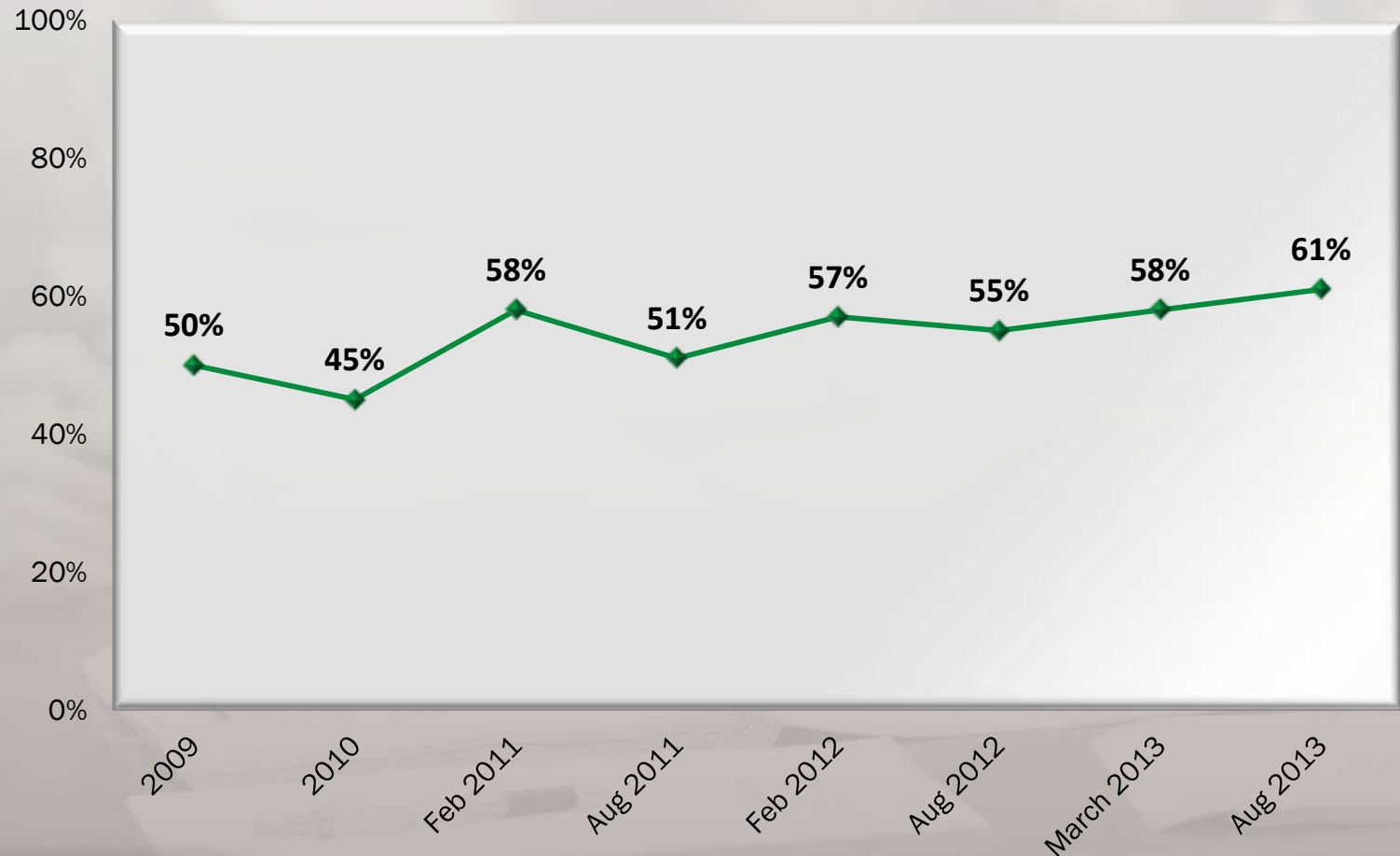




The attitude and behavior of officers increased to 61% since earlier this year.

Q13: Police Department Satisfaction – General attitude and behavior of officers toward citizens

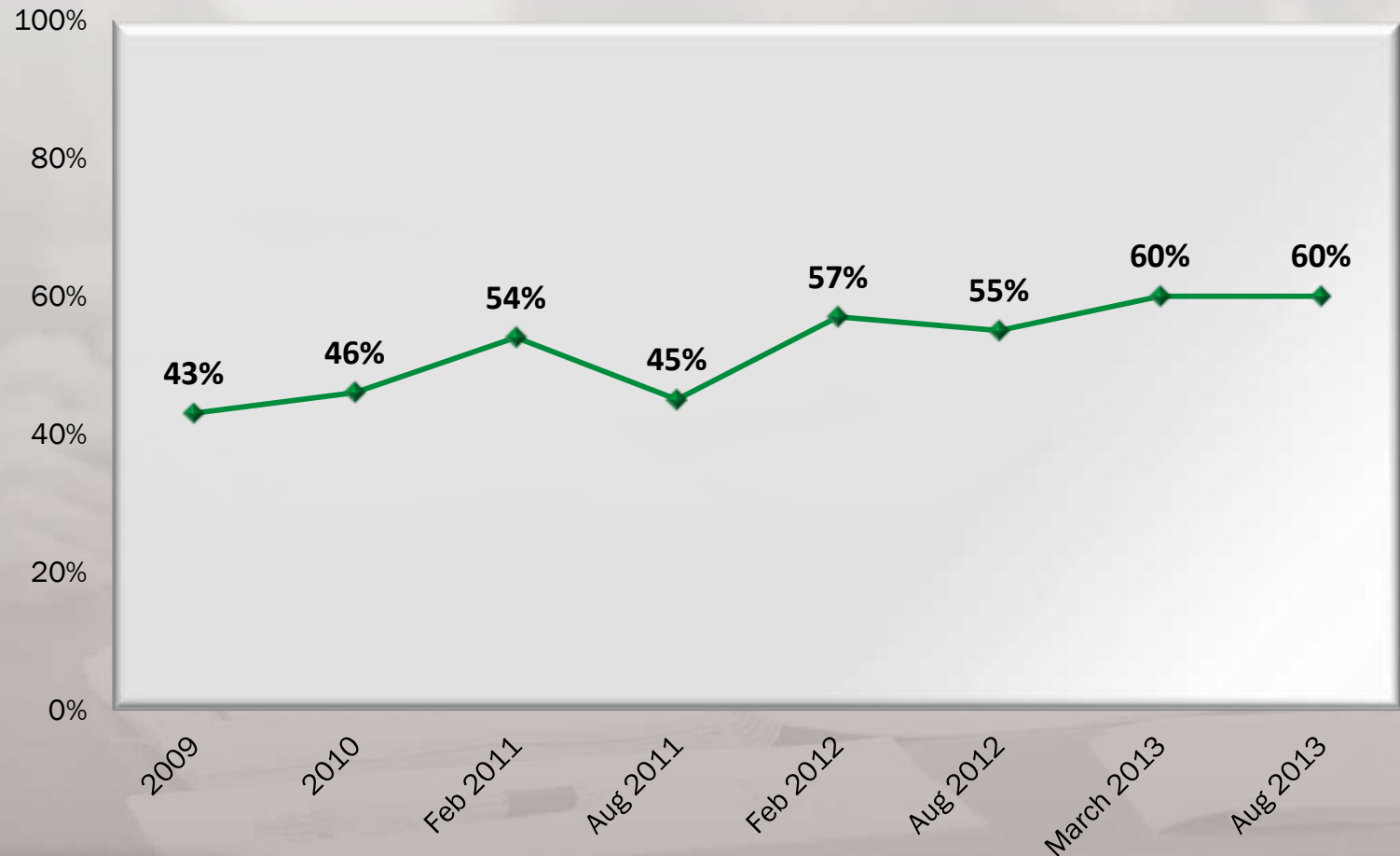
Q13: General Attitude and Behavior of Officers Toward Citizens



Overall competence held steady at sixty percent satisfied.

Q14: Police Department Satisfaction – Overall competence of the New Orleans Police Department

Q14: Overall Competence of Police Department

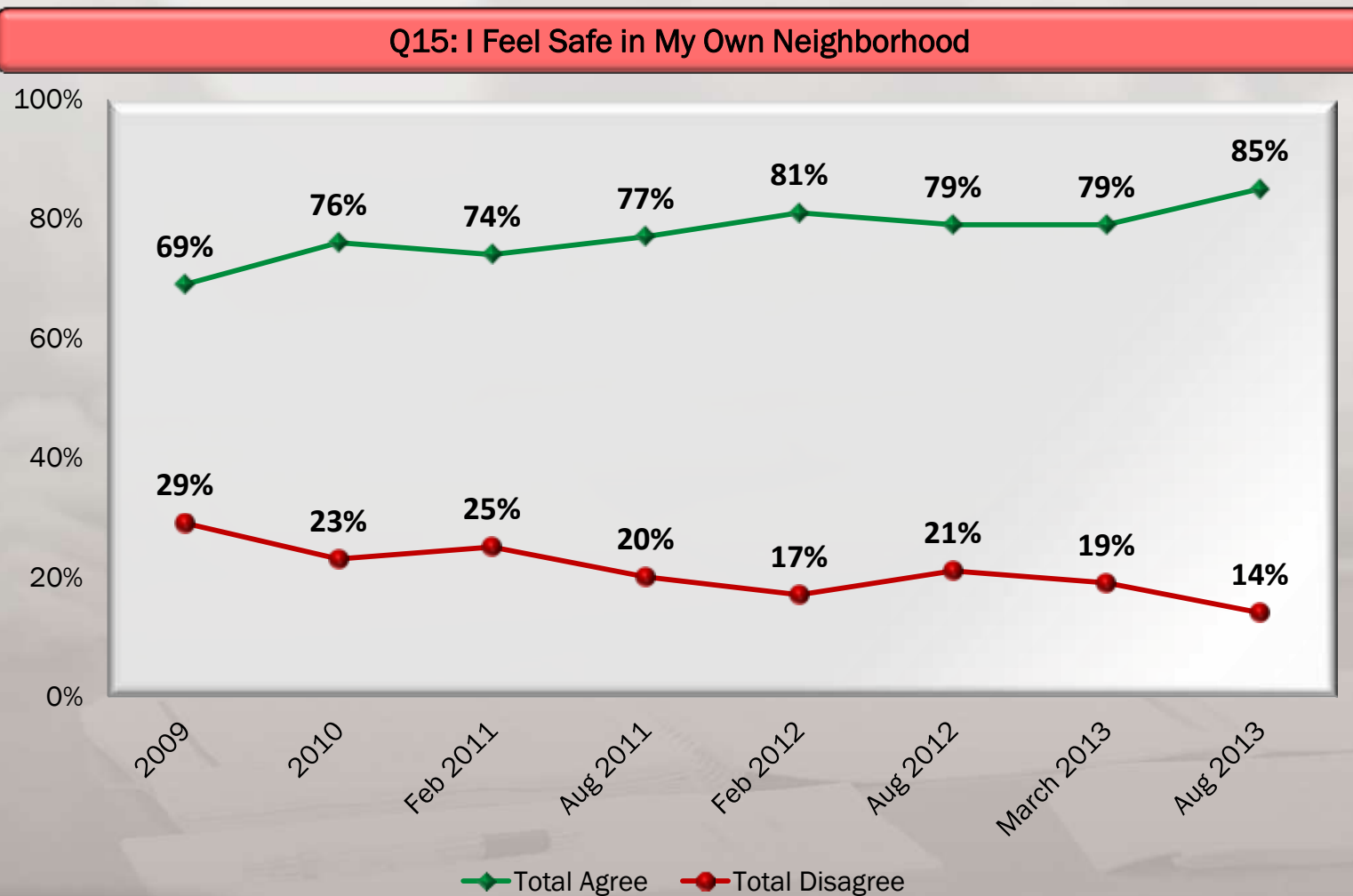


NEIGHBORHOOD SAFETY



Respondents are more likely to report that they feel safe in their neighborhood than at any time in the research.

Q15: Please tell me if you agree or disagree with each of the following statements: I feel safe in my own neighborhood.

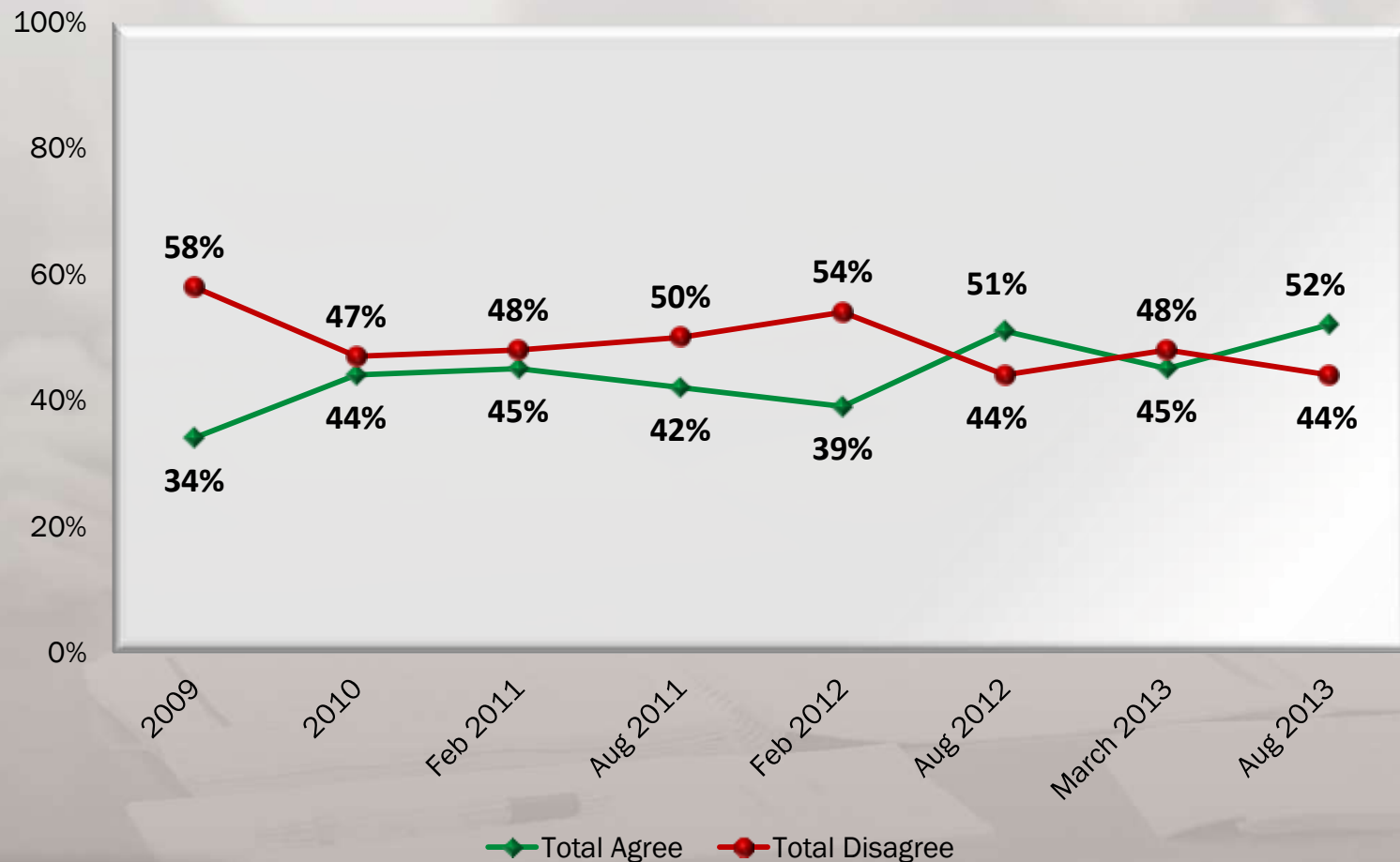




More than half of respondents report that they feel safe visiting other areas in New Orleans, an all time high.

Q16: 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.

Q16: I Feel Safe Visiting Other Areas in New Orleans

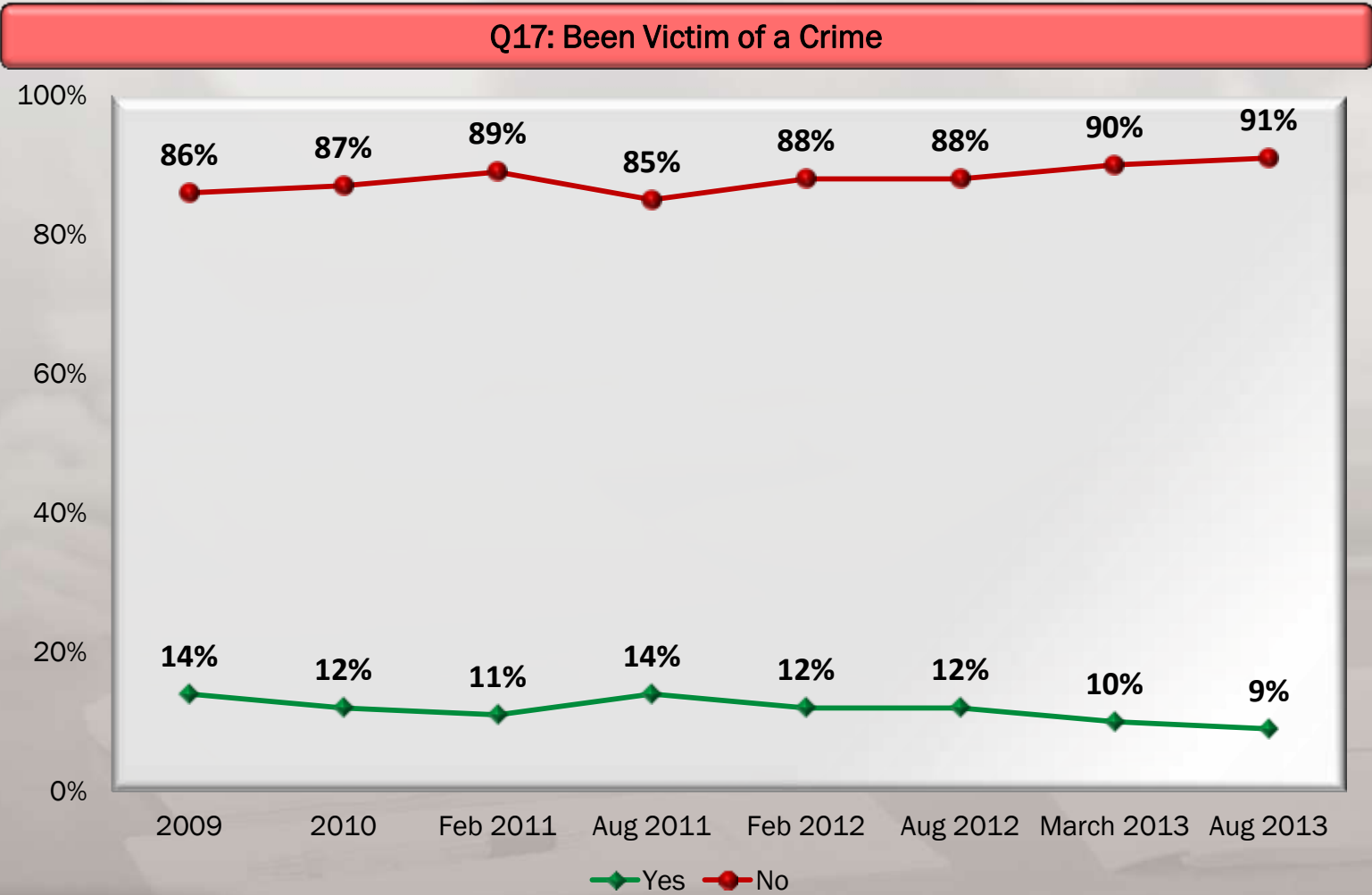


INTERACTION WITH THE NEW ORLEANS POLICE DEPARTMENT



Fewer respondents report having been the victim of a crime than at any point in the research previously.

Q17: Have you or any member of your household been the victim of a crime during the past twelve months?



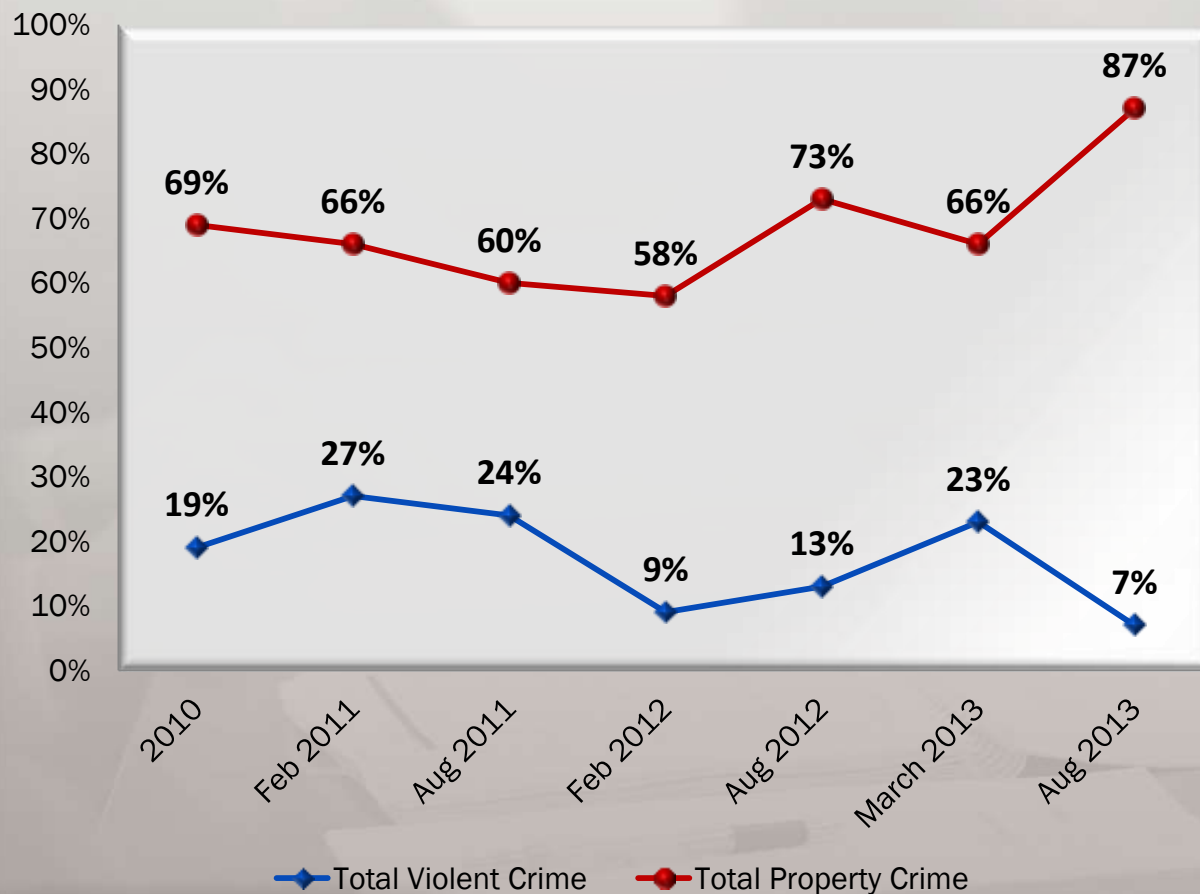


The small number of crimes reported overall has caused volatility in the type of crime data.

Q18: Please tell me, specifically, what the crime was.

August 2013 n=56

Type of Crime Trend



Violent Crime:

Rape/Sexual Assault	0%
Robbery	12%
Aggravated Assault	7%
Simple Assault	7%

Total Property Crime:

Burglary	22%
Motor vehicle theft	14%
Theft/Larceny	34%
Vandalism	5%
All Other	5%

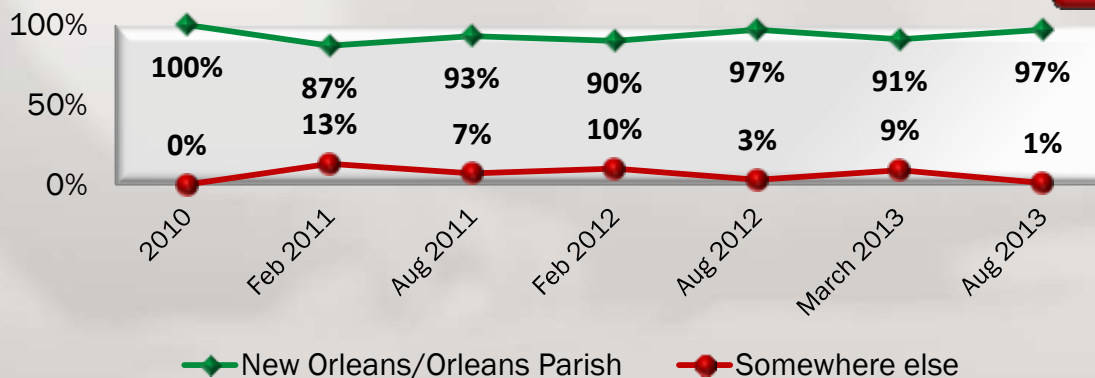


Most crimes reported by respondents happened in New Orleans/Orleans Parish.

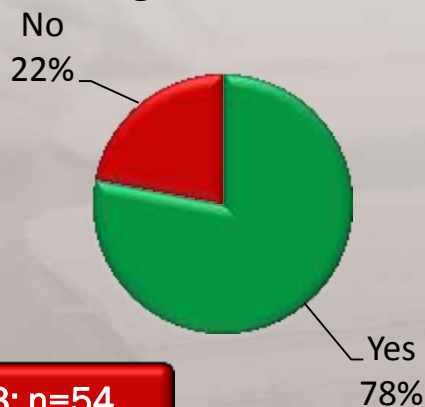
Q19-Q21: Location of Crimes

Q19: Where did the crime occur?

August 2013: n=56

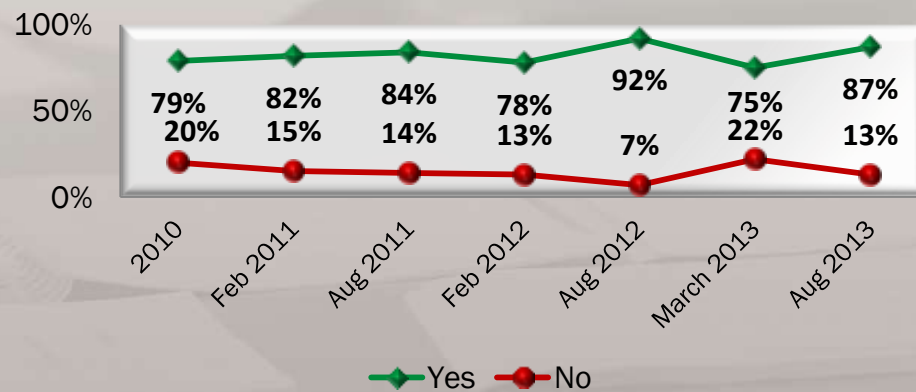


Q20: Did the Crime Occur in Your Neighborhood?



August 2013: n=54

Q21: Did you report the crime to the NOPD?

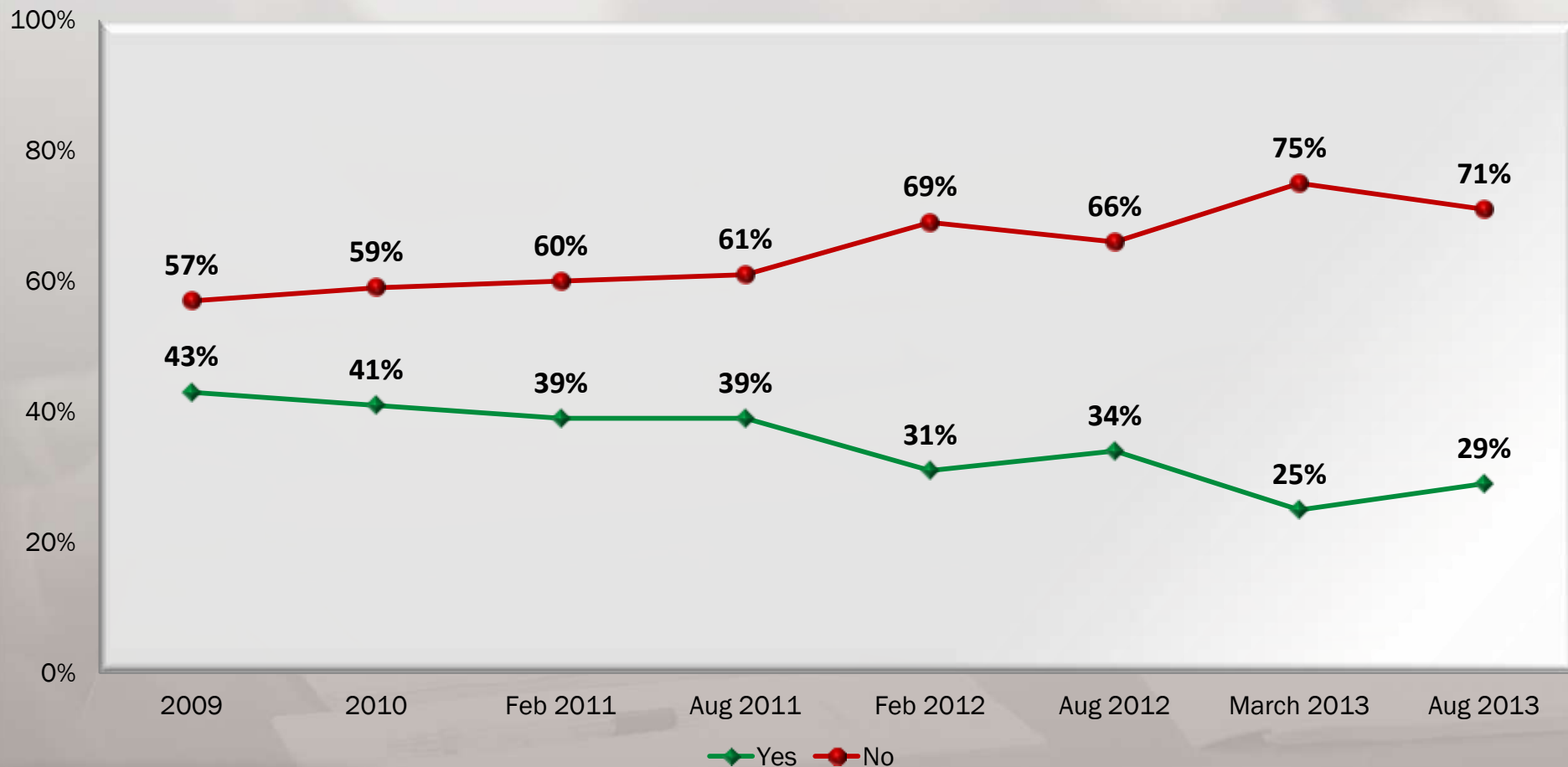




Only 29% of respondents report having contact with officers of NOPD within the last 12 months.

Q22: Contact with the New Orleans Police Officers

Q22: Contact with Officers of NOPD in Past 12 Months





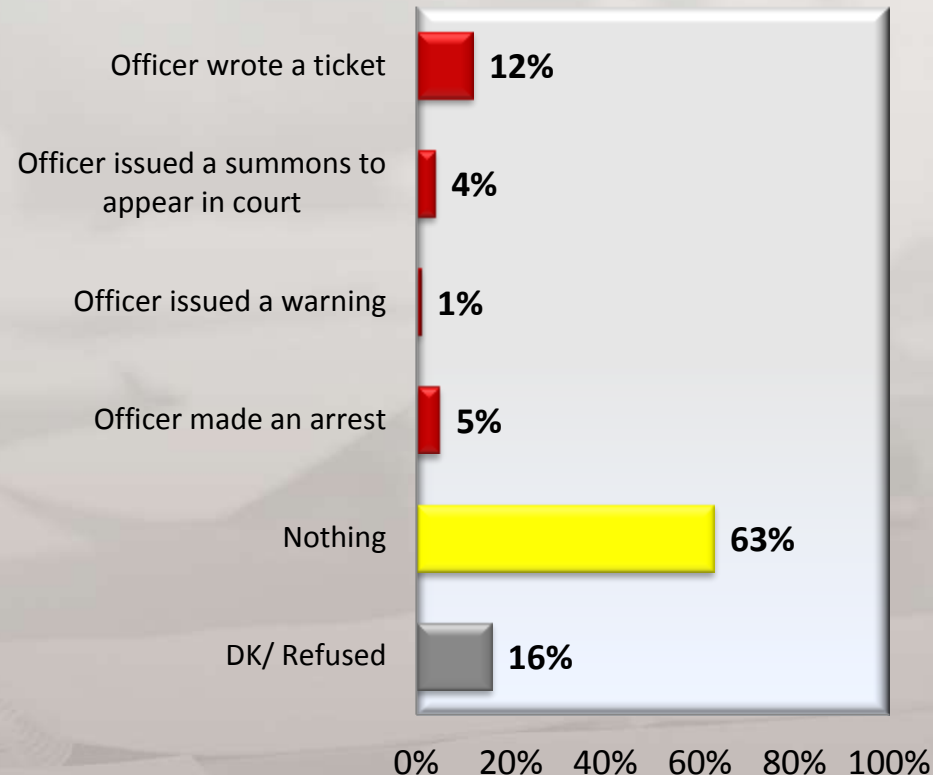
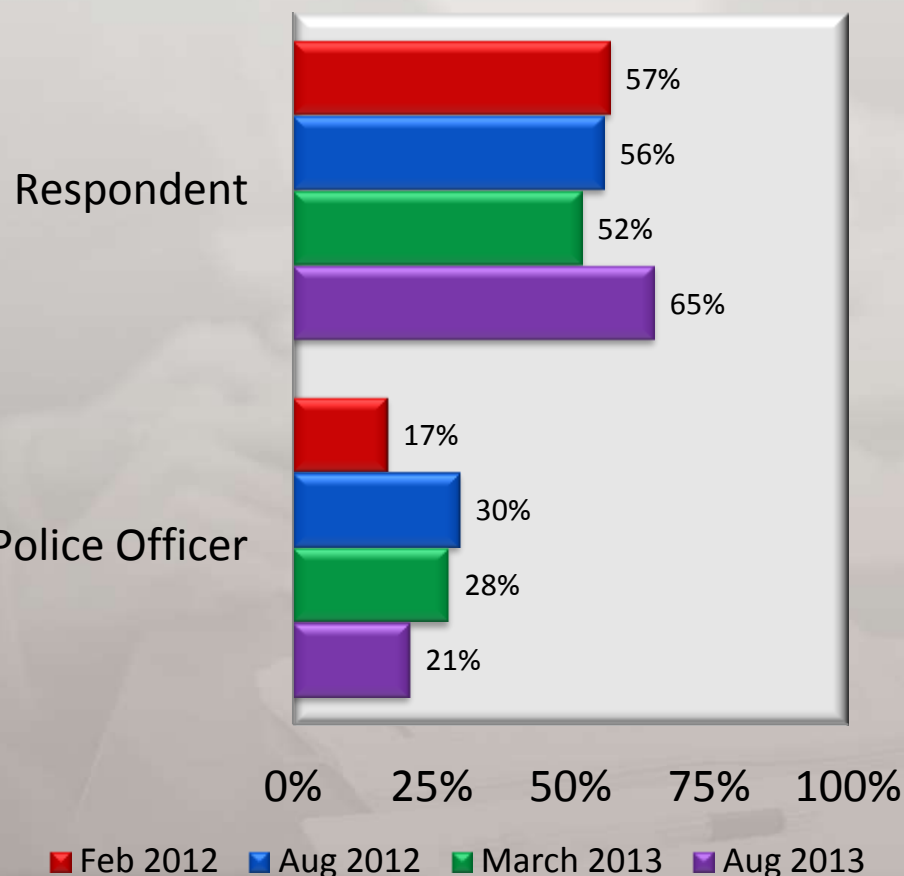
Of those who have been in contact with officers nearly two-thirds were initiated by the respondent. The result of the majority of these interactions has been nothing.

Q23-24: Contact with the New Orleans Police Officers

August 2013: n=172

Q23: Who initiated the contact?

Q24: Immediate Result of Contact August 2013





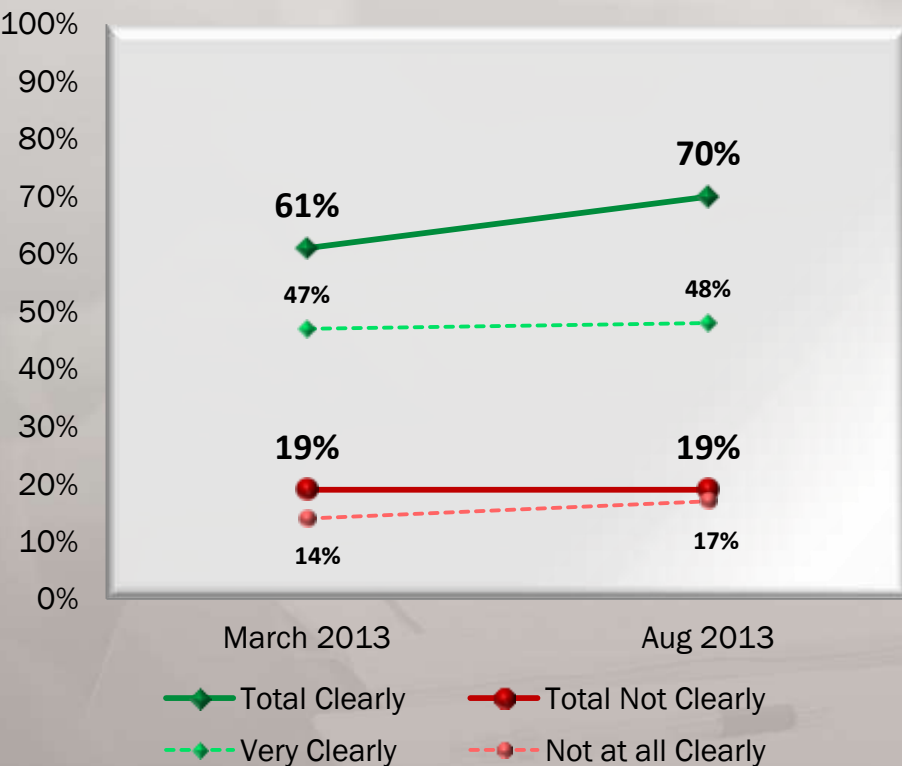
Respondents report that the explanation of the contact was clearly explained and that the officer gave them direction of what to do proceeding the contact.

Q25-26: Contact with the New Orleans Police Officers

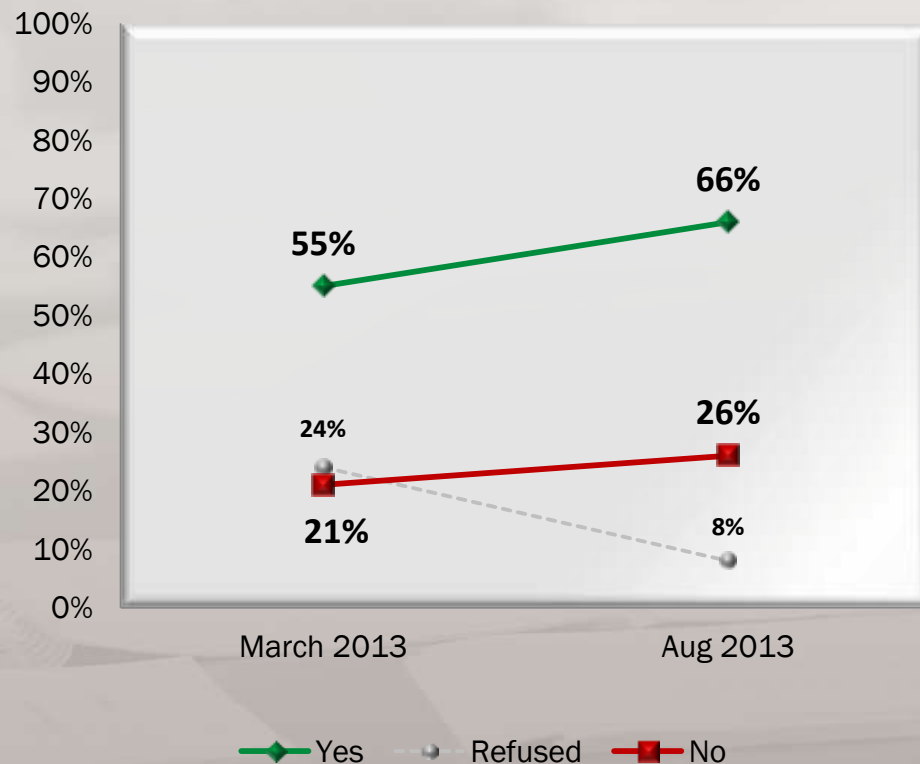
August 2013: n=172

Contact with New Orleans Police Officers

Q25: Clarity of Explanation for Contact



Q26: Direction for Action after Contact

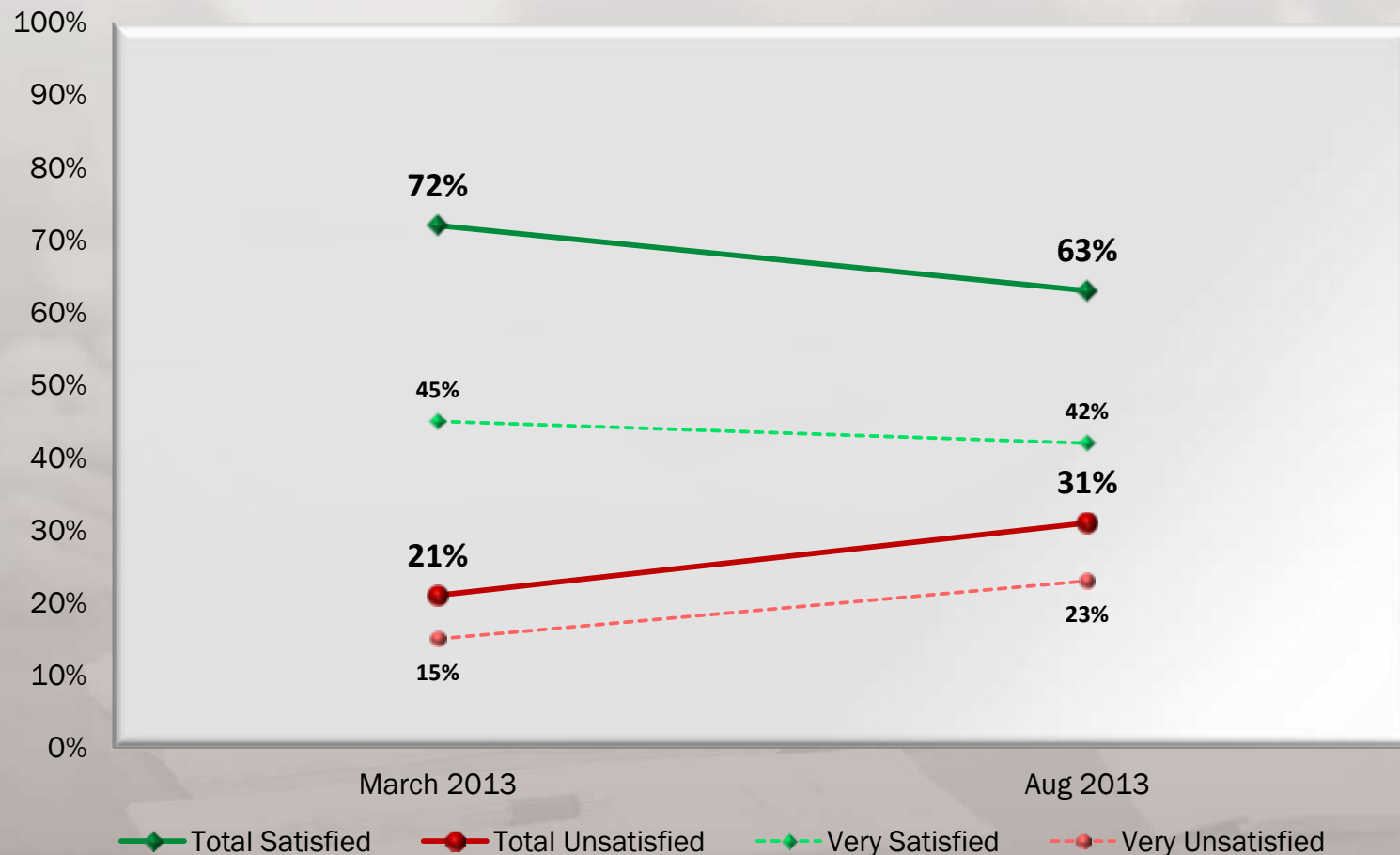




Satisfaction with the way that the officer handled the interaction has decreased by nine points since March.

Q27: Contact with the New Orleans Police Officers

Q27: Satisfaction with Way Officer Handled Interaction



August 2013: n=172



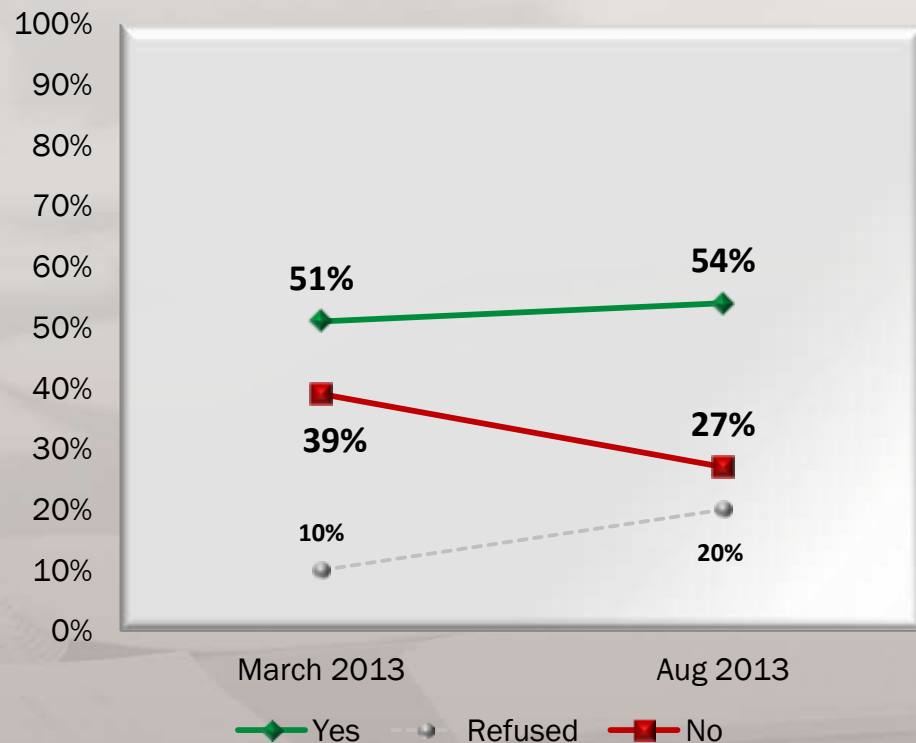
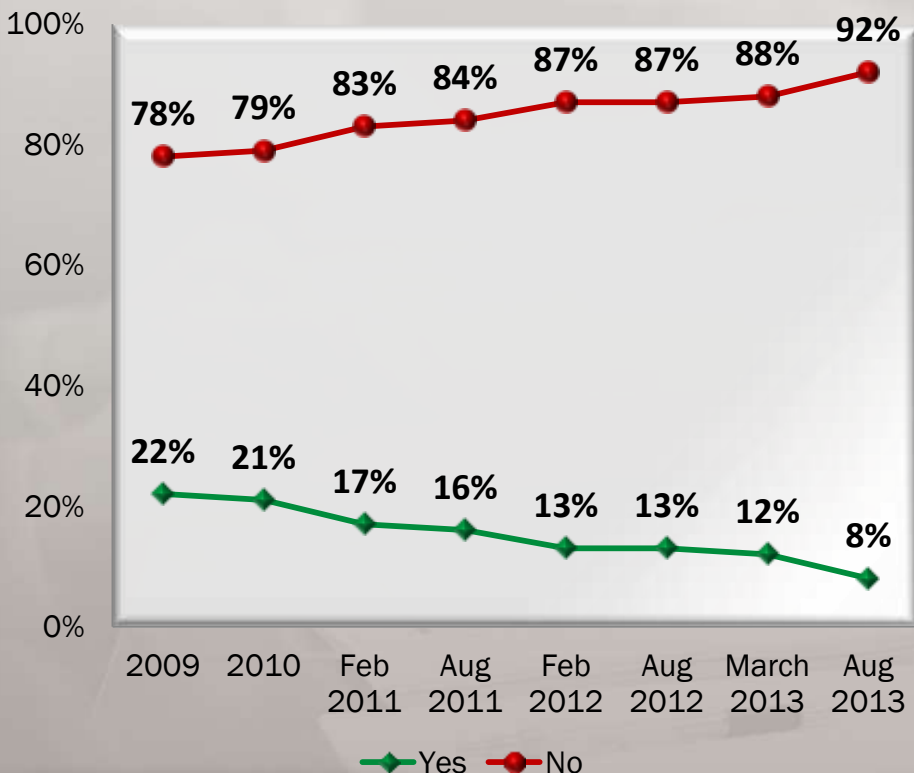
Very few (8%) respondents have called or visited a police station in the last 12 months. Those who have, tend to visit their local precinct.

Q28-29: Called or Visited New Orleans City Police Station

Visits to Police Stations

Q28: Have you called/visited any NO Police Station in past 12 months?

Q29: Was it the Police Station in Your Neighborhood?



August 2013: n=49

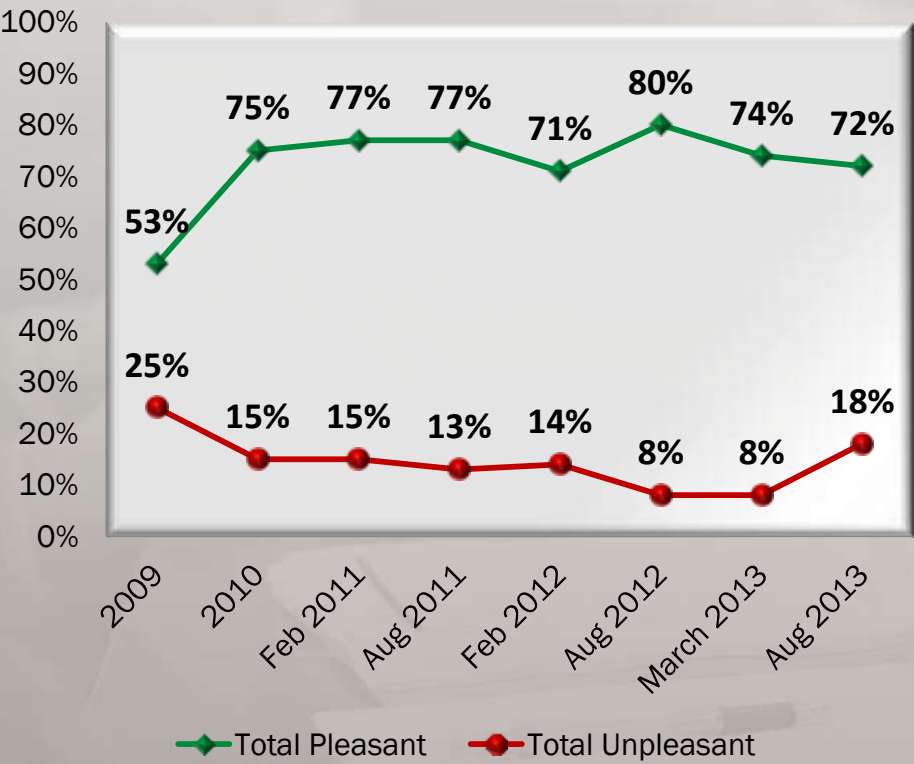


Officers met outside of police stations continue to receive high courtesy ratings. Employees at police stations courtesy ratings have increased markedly since march.

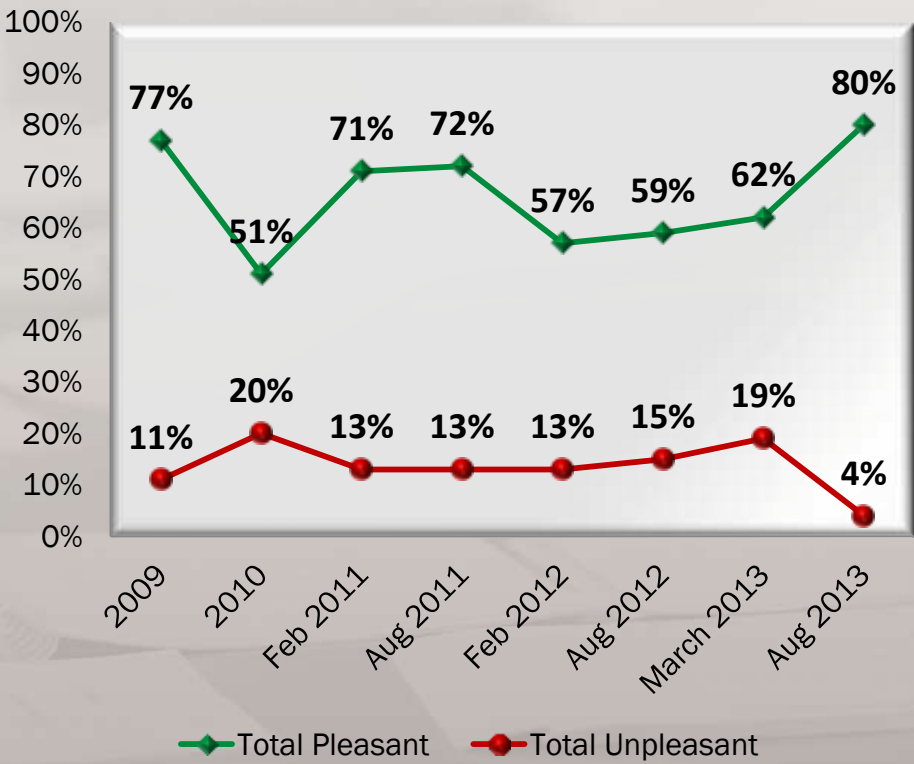
Q30-31: Courteousness of New Orleans Police Department employees

Courteousness of New Orleans Police Department Employees

Q30: Officers of NOPD you met outside of Police Station



Q31: Employees at New Orleans Police Station



August 2013: n=188

August 2013: n=49

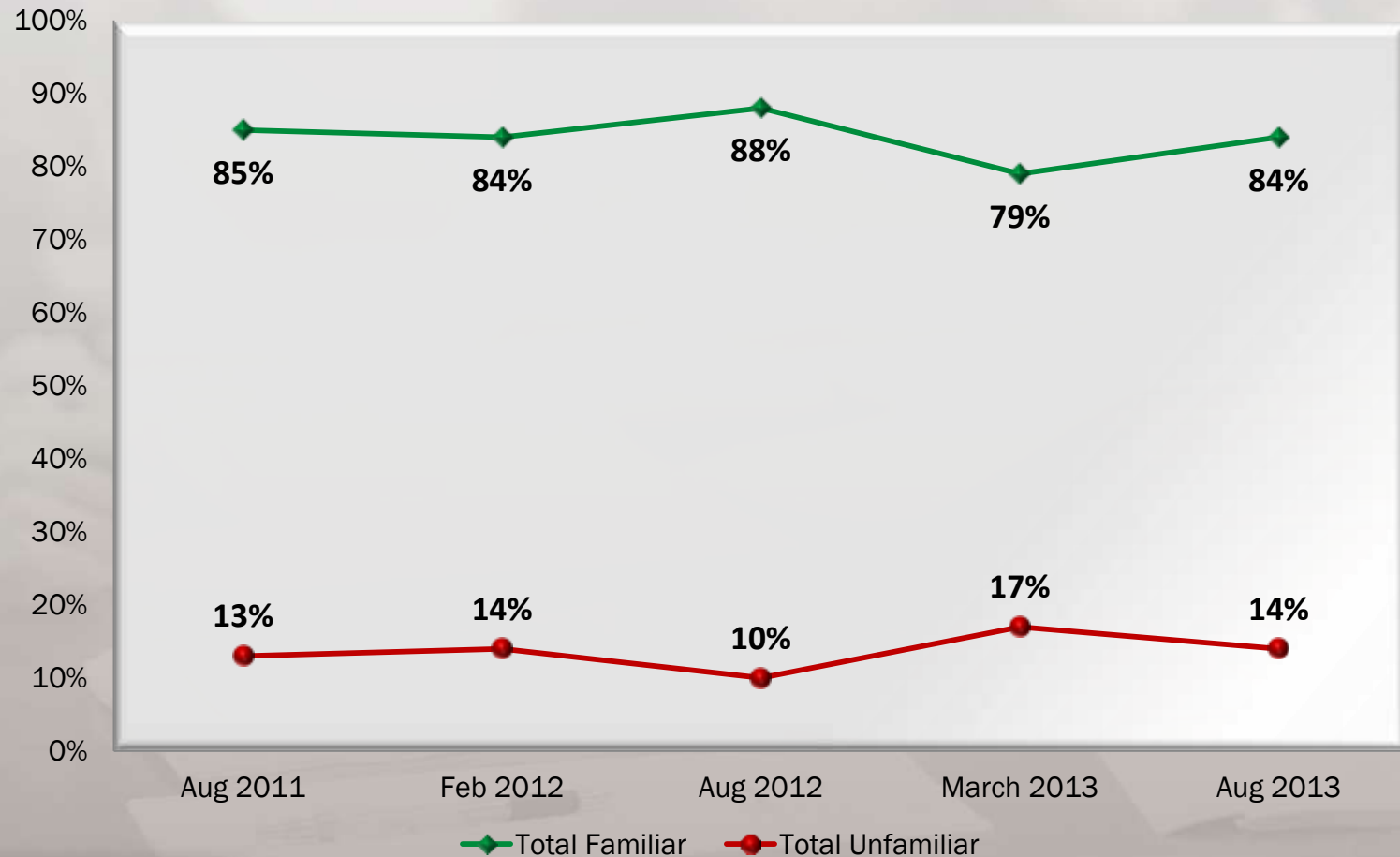
CRIME STOPPERS



The vast majority of respondents are familiar with Crime Stoppers.

Q32: 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?

Q32: Familiarity with Crime Stoppers

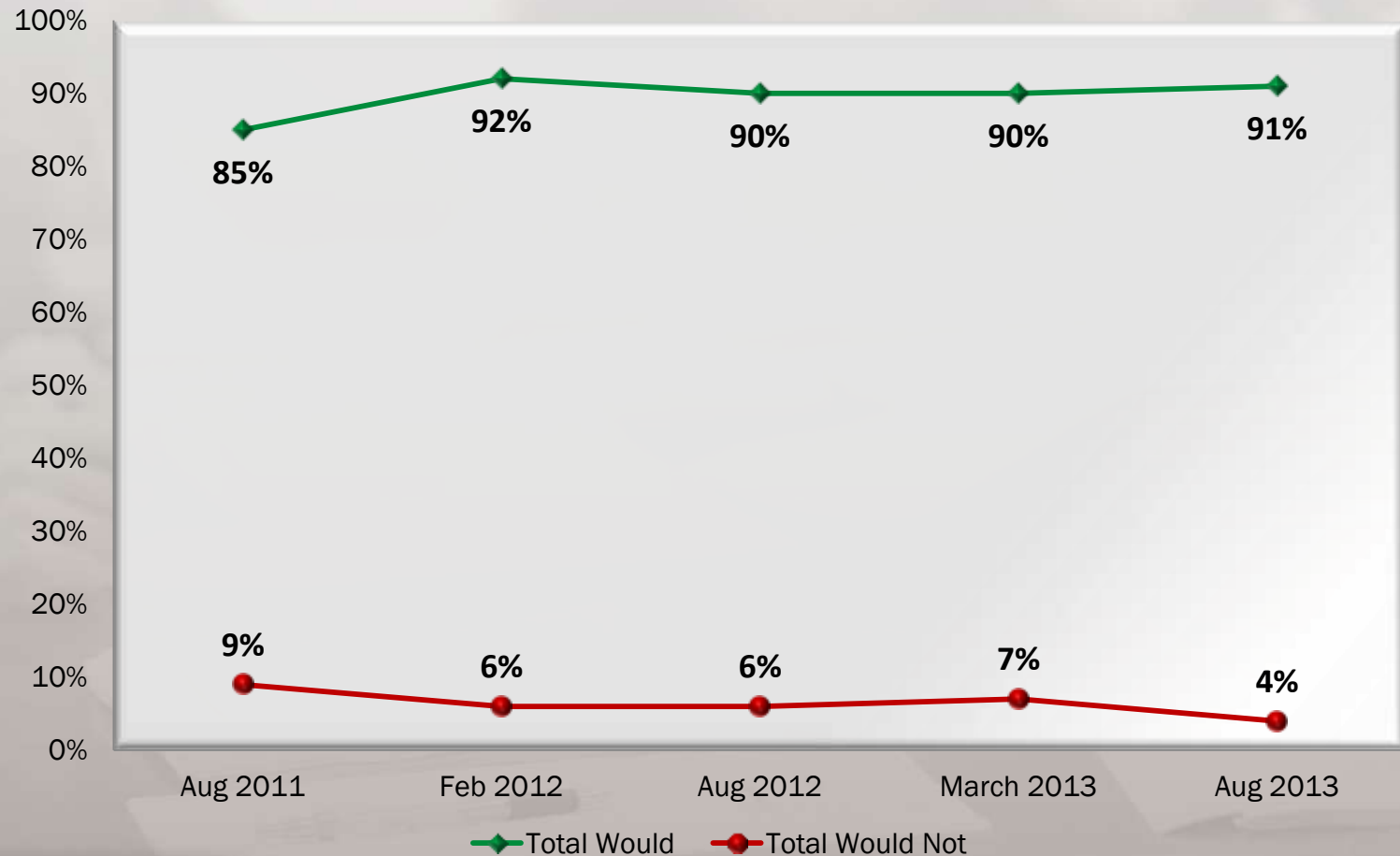




Nearly all respondents report that they would call Crime Stoppers to anonymously report a crime.

Q33: If you had information about a felony crime, would you call Crime stoppers to anonymously share what you knew with law enforcement?

Q33: Would You Call Crime Stoppers to Anonymously Share a Crime (n=501)





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

APPENDIX

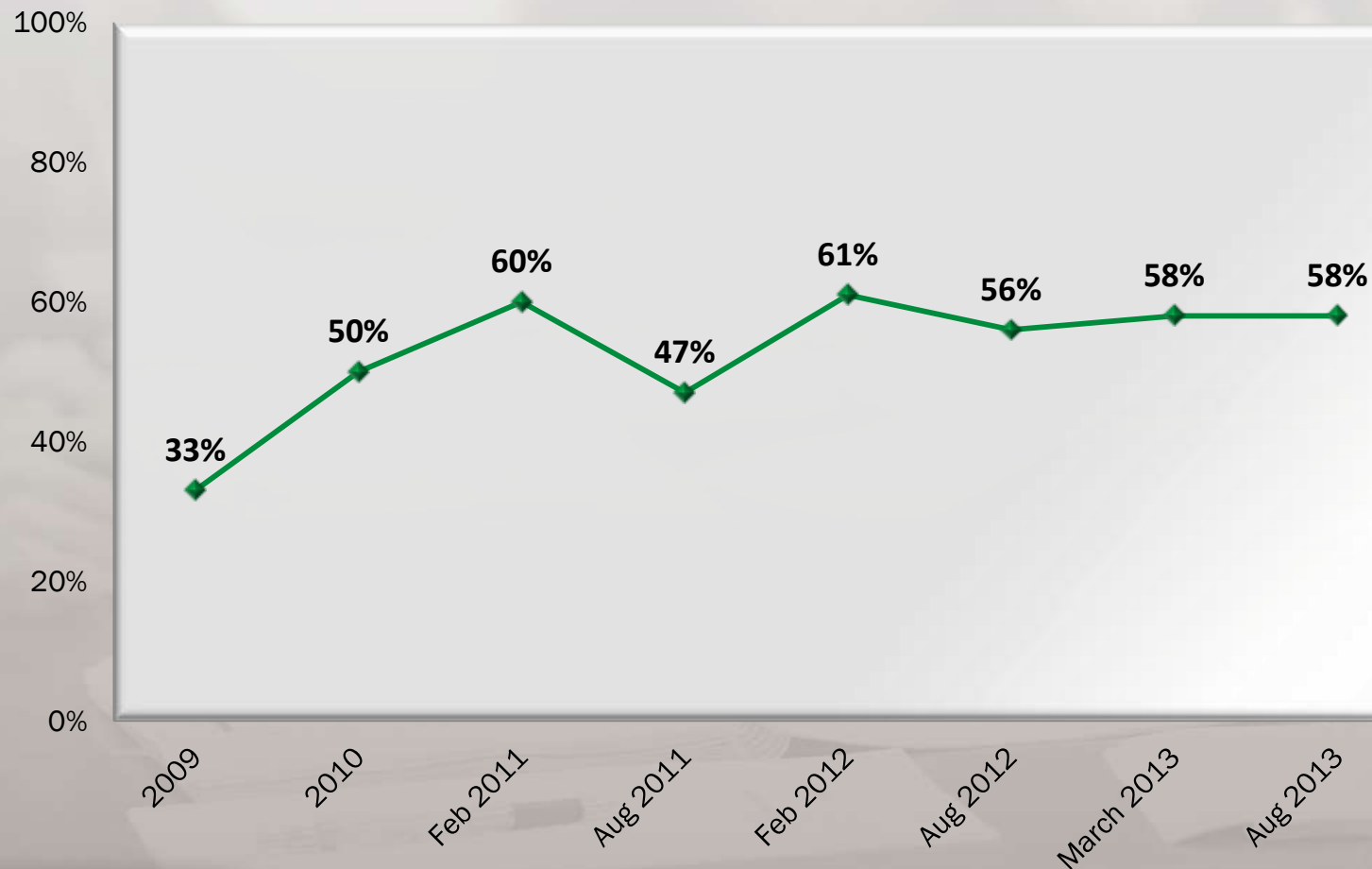
DISTRICT BY DISTRICT: POLICE DEPARTMENT SATISFACTION



Overall satisfaction with the New Orleans Police Department held steady since March.

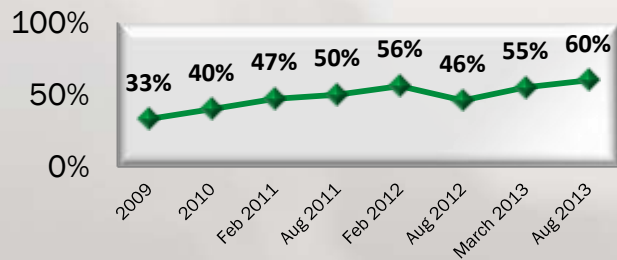
Q4: Now, thinking about the police department here in New Orleans, would you say that you are satisfied or unsatisfied with the New Orleans Police Department overall?

Q4: Overall Satisfaction

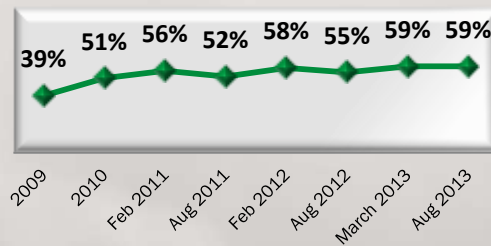


Total Satisfaction (Overall)

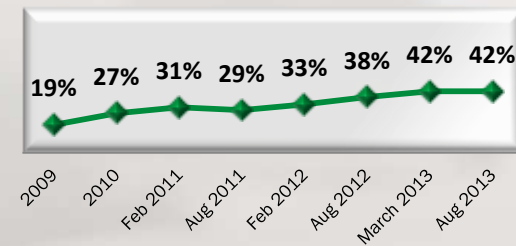
Q6: Violent Crime



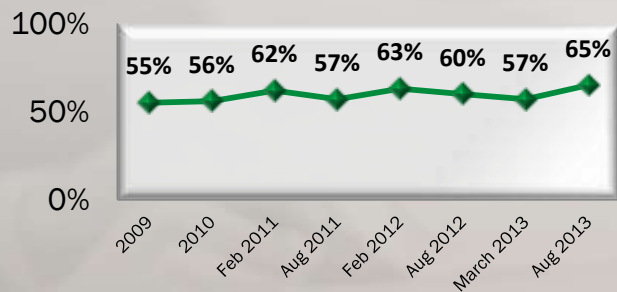
Q7: Property Crime



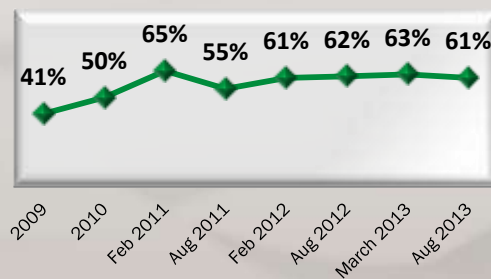
Q8: Drugs off Streets



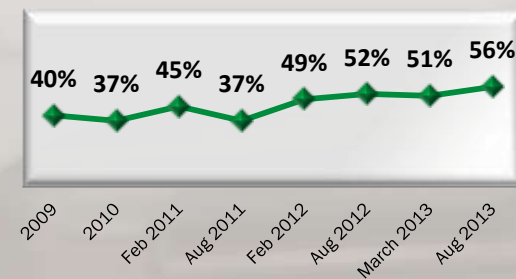
Q9: Enforcing Traffic Laws



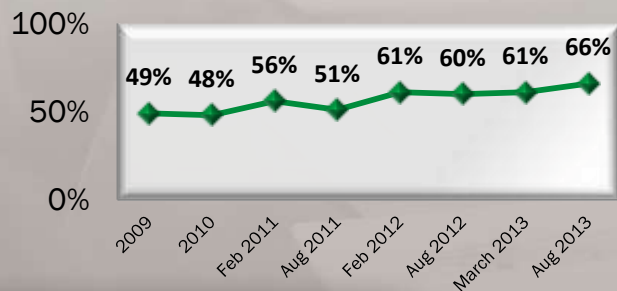
Q10: Cooperating with Public



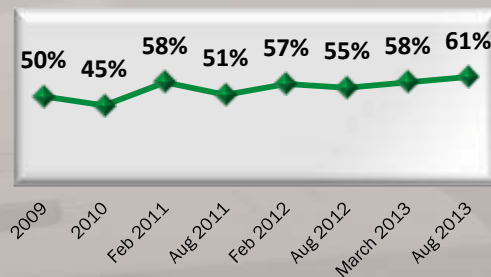
Q11: Honesty/Integrity



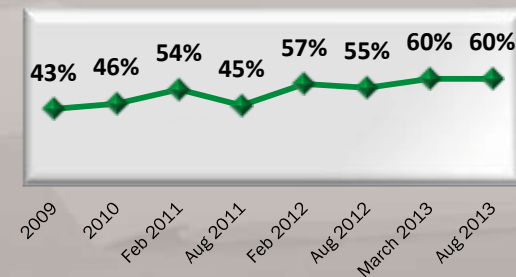
Q12: Professionalism



Q13: Attitude/Behaviors



Q14: Overall Competence

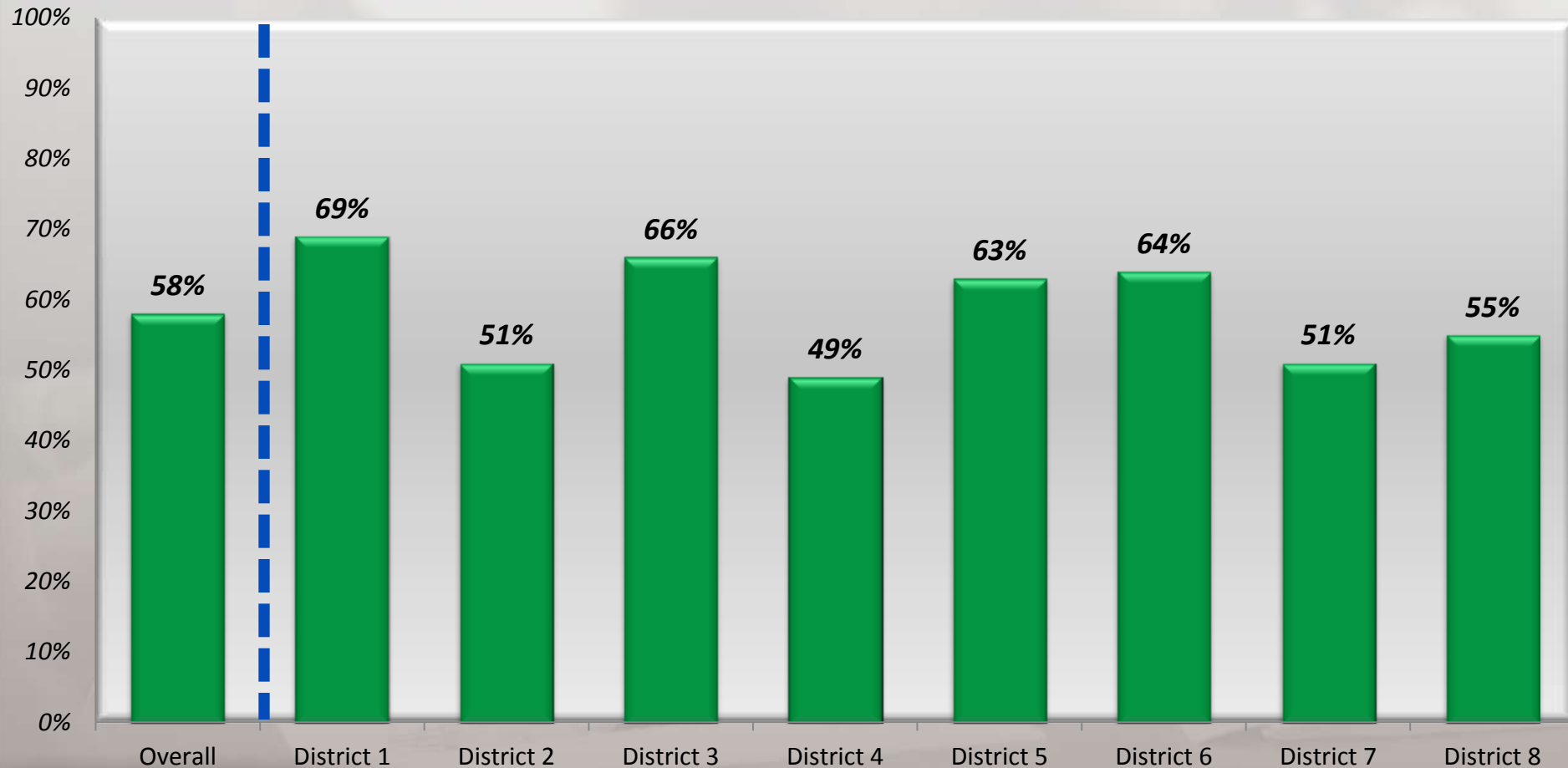




In all districts but four overall satisfaction is higher than 50%.

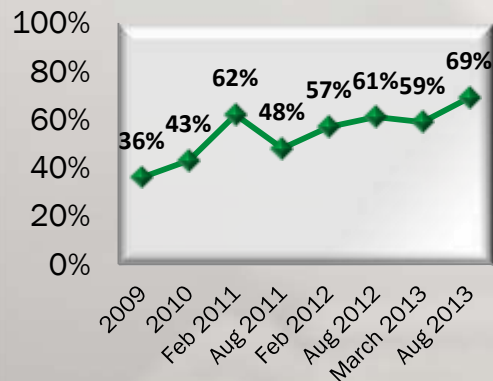
Q4: Now, thinking about the police department here in New Orleans, would you say that you are satisfied or unsatisfied with the New Orleans Police Department overall?

Q4: Overall Satisfaction by Police District

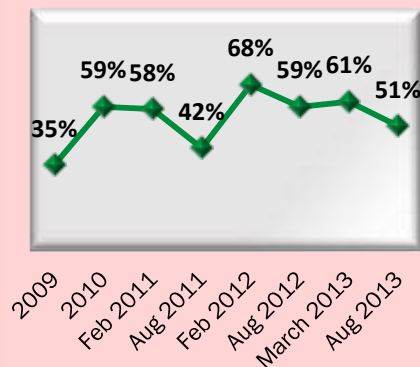


Q4: Overall Satisfaction Trend by Police District

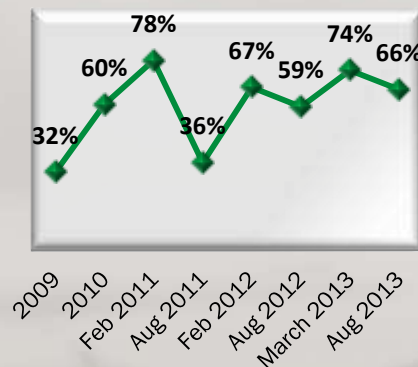
District 1



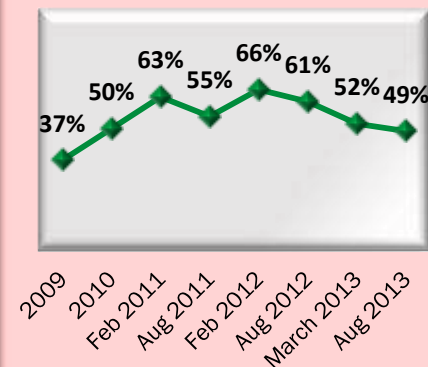
District 2



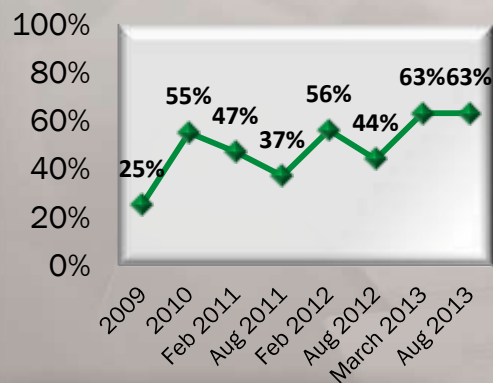
District 3



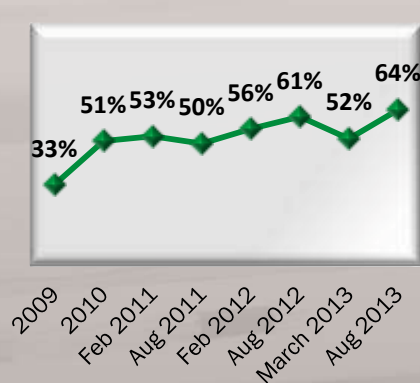
District 4



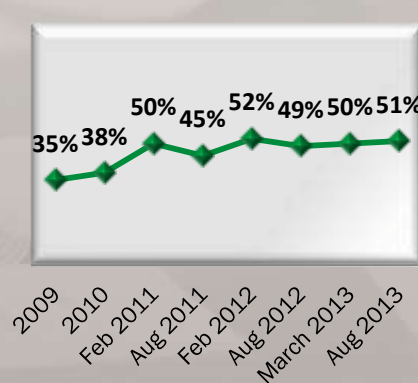
District 5



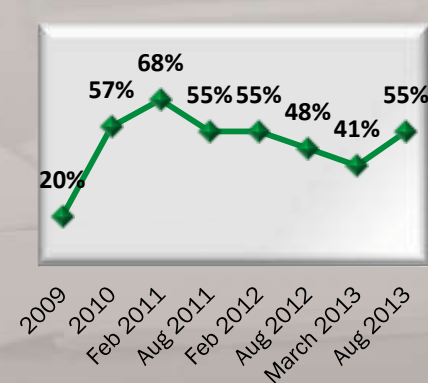
District 6



District 7



District 8



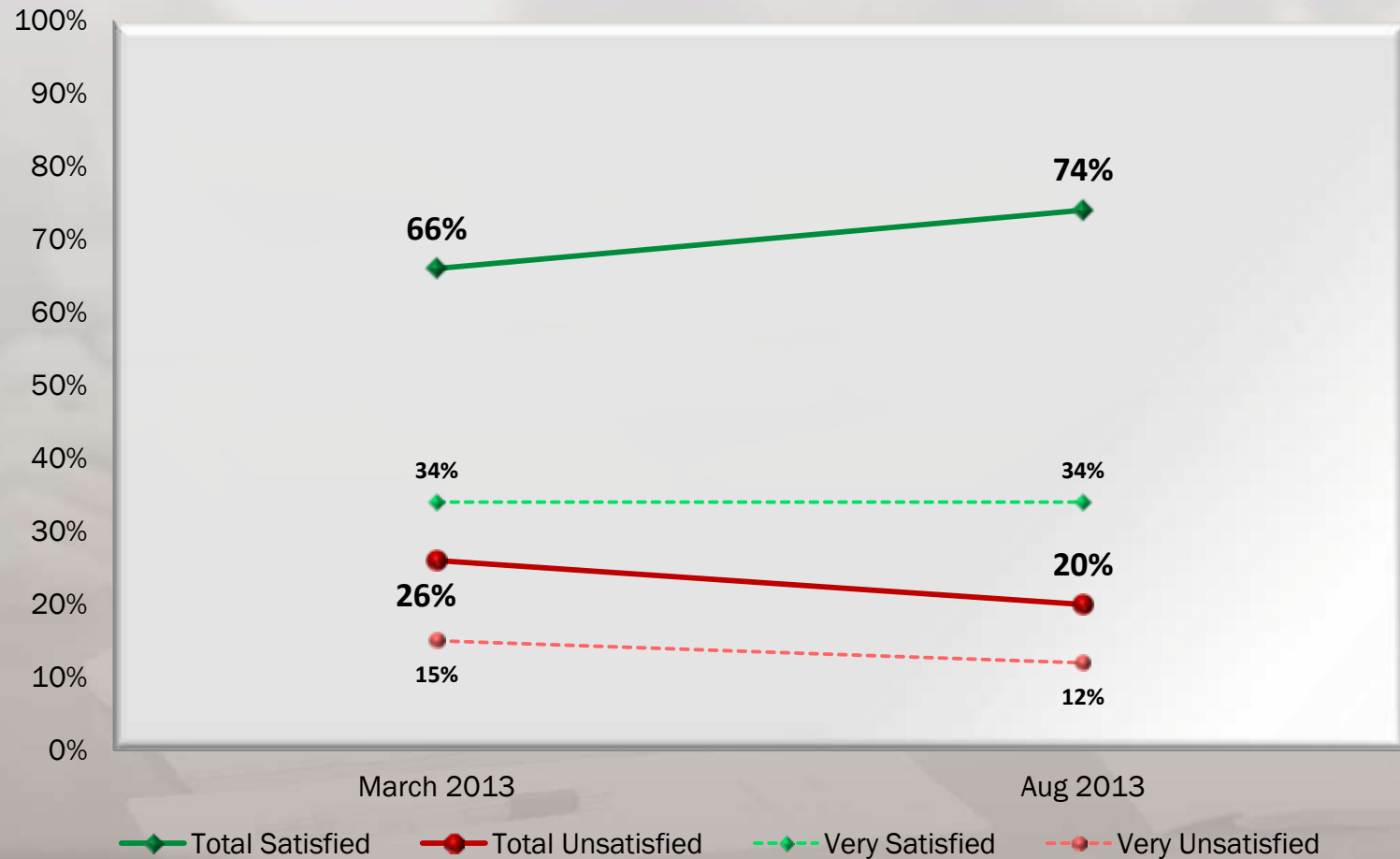
POLICE PERFORMANCE IN NEIGHBORHOOD



Satisfaction with police performance in respondent's neighborhoods has increased since March.

Q5: And thinking about police performance in your neighborhood, would you say that you are satisfied or unsatisfied with police performance in your neighborhood overall?

Q5: Satisfaction with Police Performance

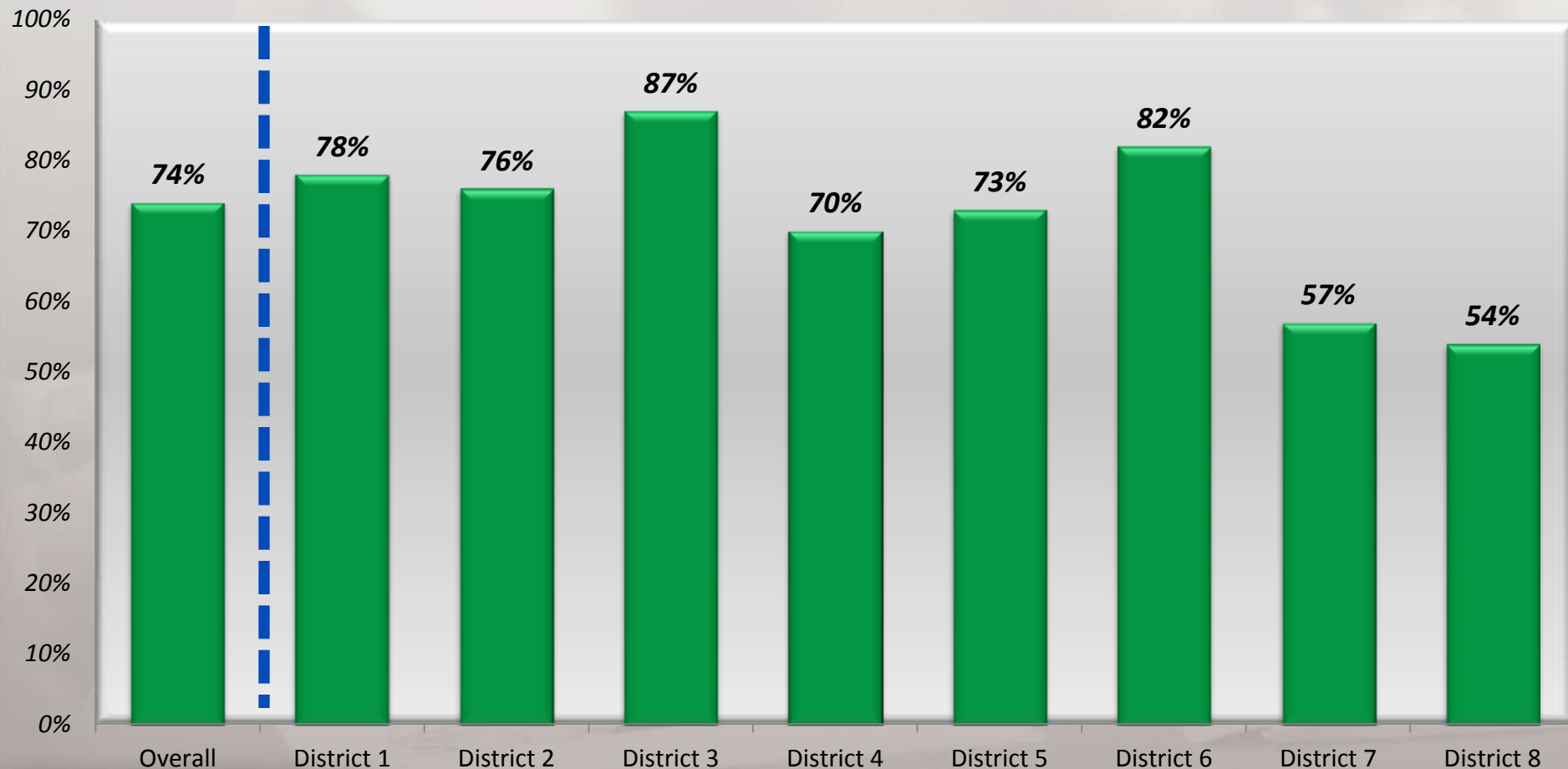




Districts seven and eight have the lowest rating on police performance in the respondent's neighborhood.

Q5: And thinking about police performance in your neighborhood, would you say that you are satisfied or unsatisfied with police performance in your neighborhood overall?

Q5: Satisfaction with Police Performance by Police District



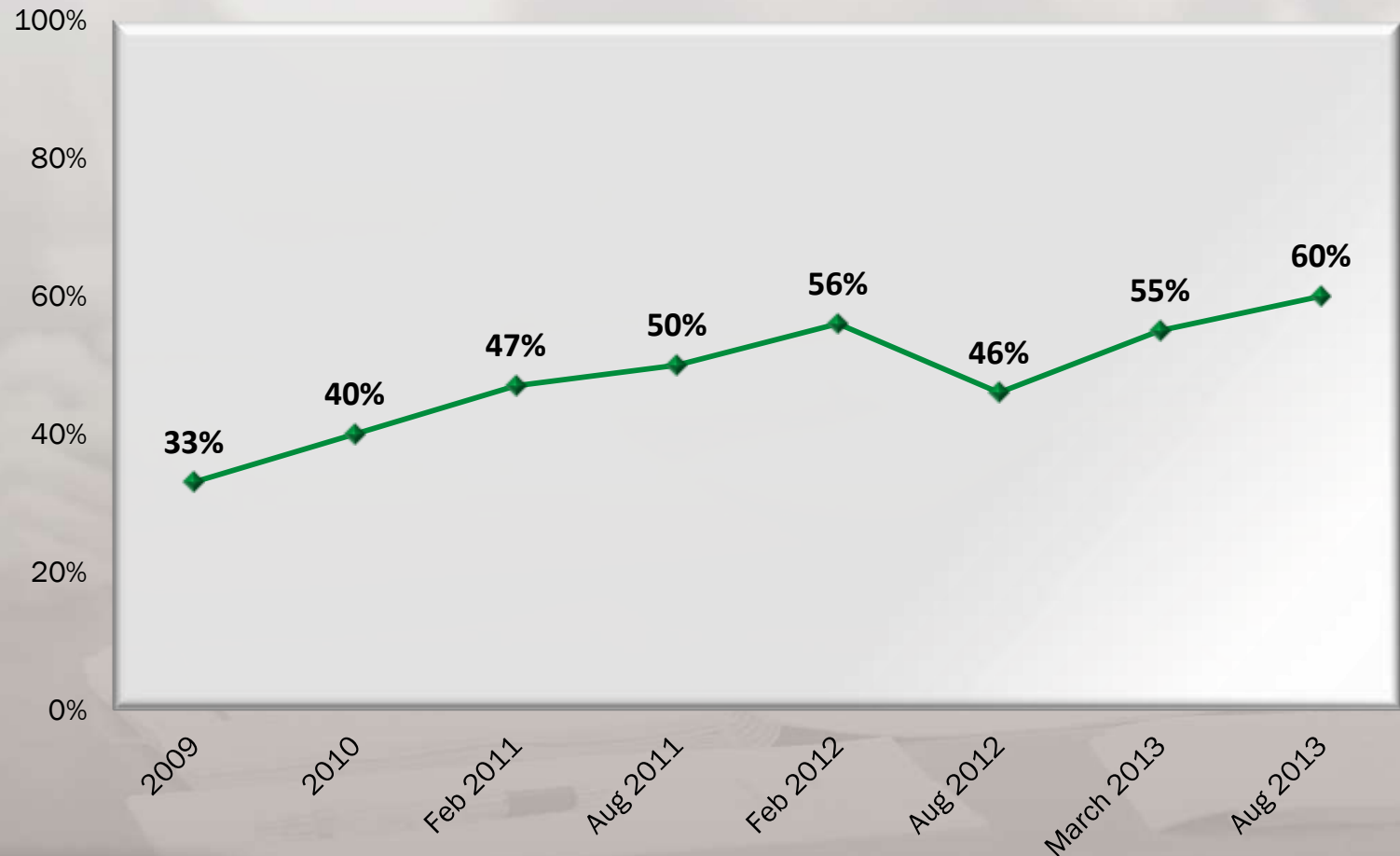
EFFORTS TO ADDRESS VIOLENT CRIME



Efforts to address violent crime continue to increase.

Q6: Police Department Satisfaction – Efforts to address violent crime

Q6: Efforts to Address Violent Crime

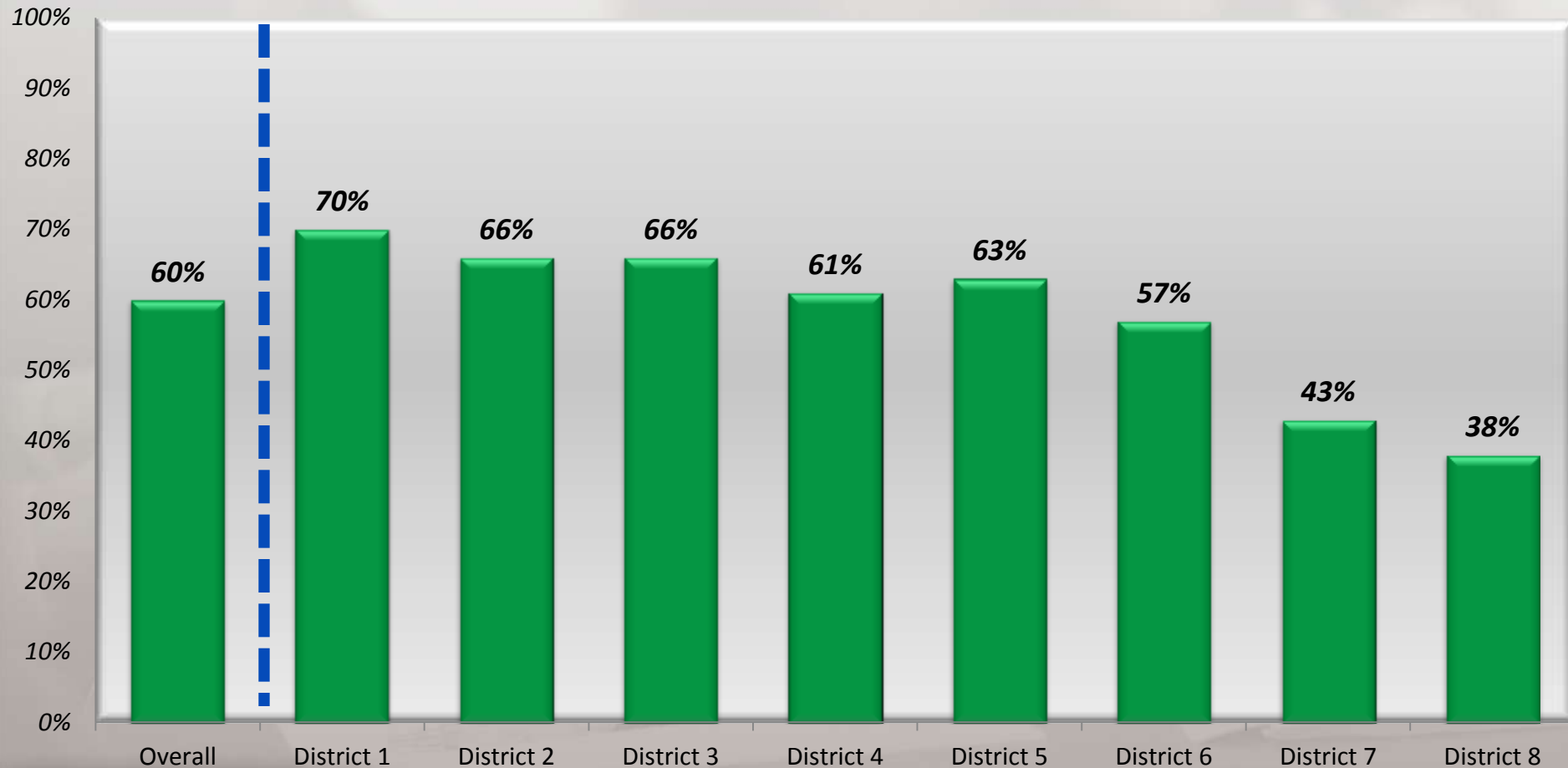




Districts seven and eight are rated the lowest in efforts to address violent crime.

Q6: Police Department Satisfaction – Efforts to address violent crime

Q6: Efforts to Address Violent Crime by Police District



Q6: Violent Crime Trend by Police District

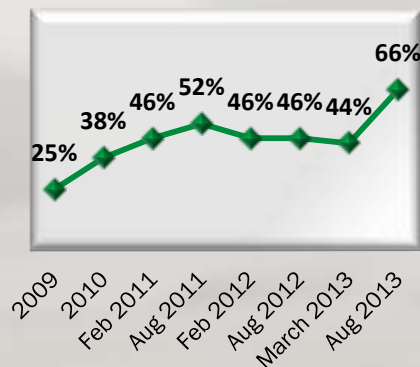
Q6: Police Department Satisfaction – Efforts to address violent crime

Overall Department Satisfaction: 58%
Q6 Overall Satisfaction: 60%

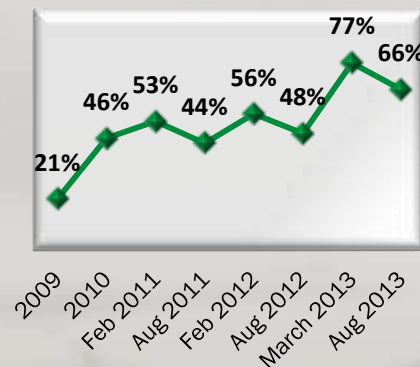
District 1



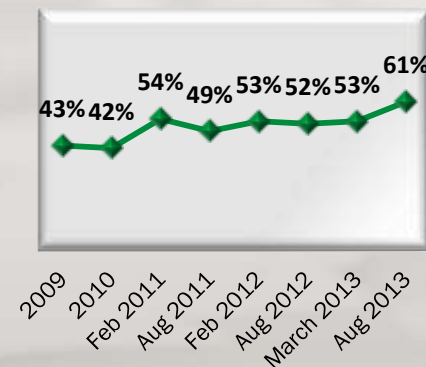
District 2



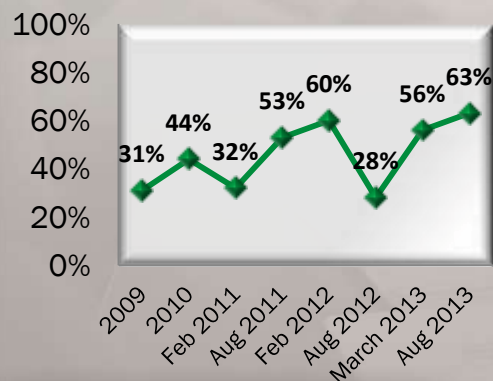
District 3



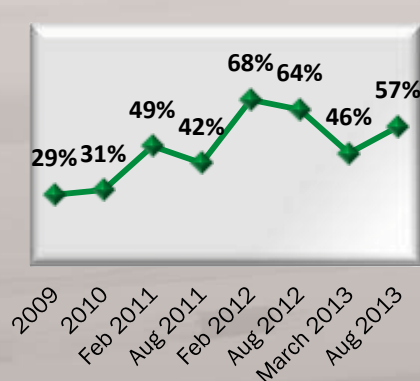
District 4



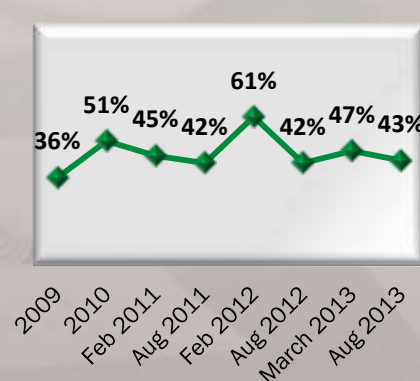
District 5



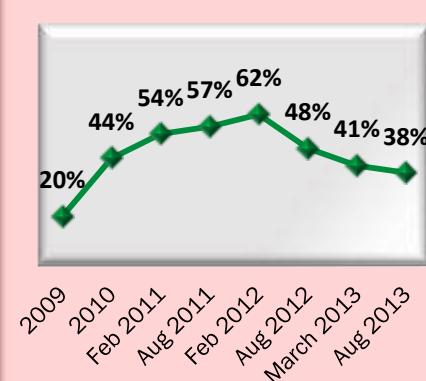
District 6



District 7



District 8



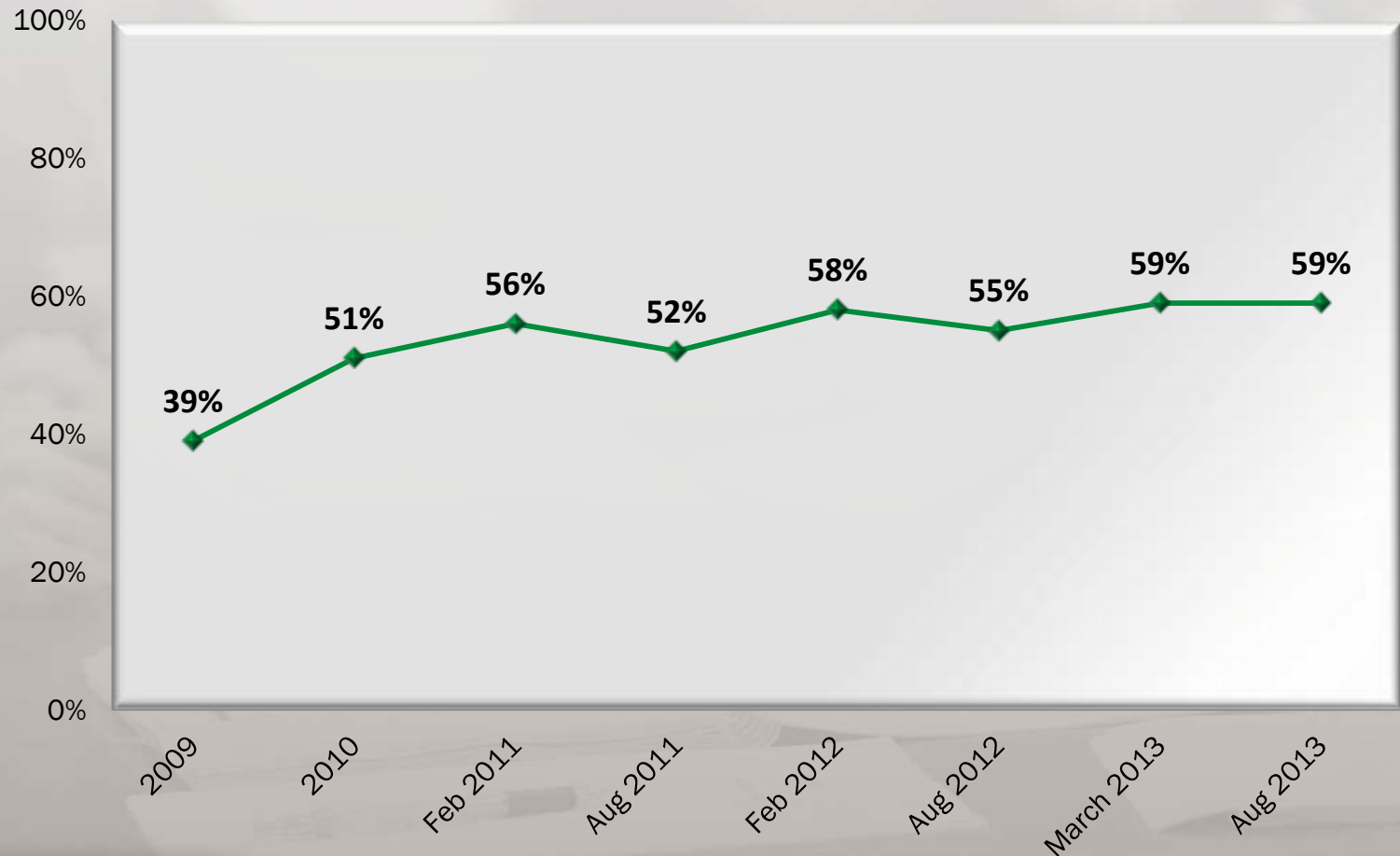
EFFORTS TO ADDRESS PROPERTY CRIMES



Efforts to address property crime has held steady at 59% satisfied.

Q7: Police Department Satisfaction – Efforts to address crimes against property like homes and businesses

Q7: Efforts to Address Property Crimes

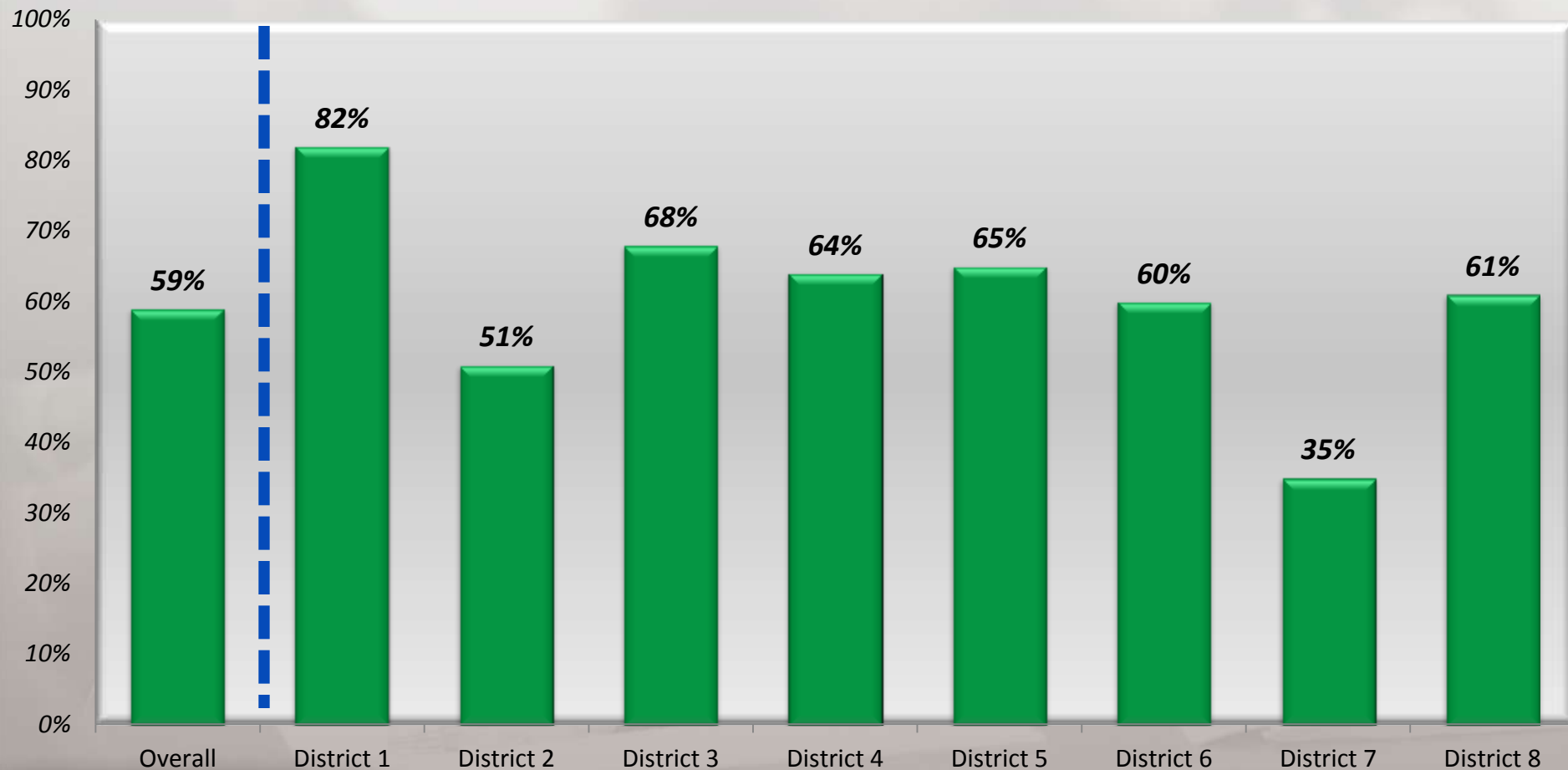




District seven performs worst in efforts to address property crime.

Q7: Police Department Satisfaction – Efforts to address crimes against property like homes and businesses

Q7: Efforts to Address Property Crimes

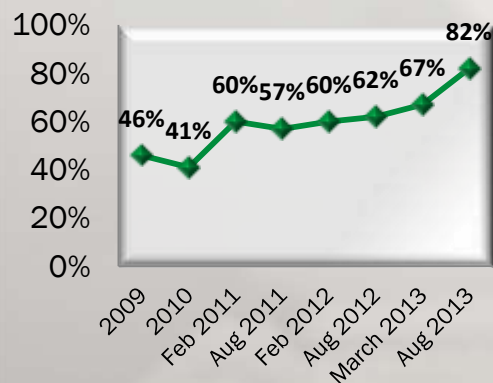


Q7: Property Crimes Trend by Police District

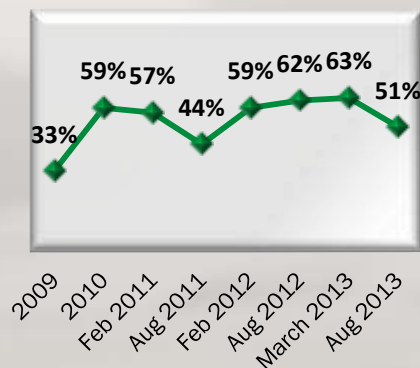
Q7: Police Department Satisfaction – Efforts to address crimes against property like homes and businesses

Overall Department Satisfaction: 58%
Q7 Overall Satisfaction: 59%

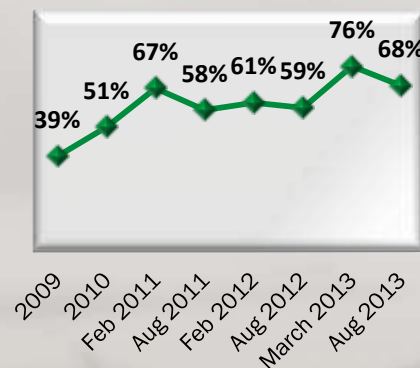
District 1



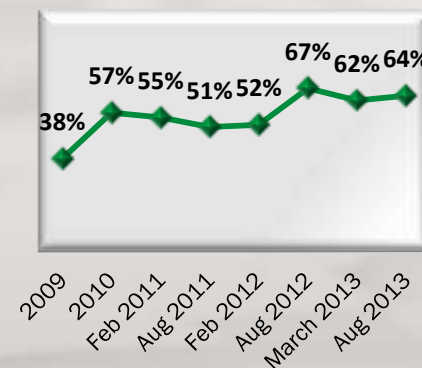
District 2



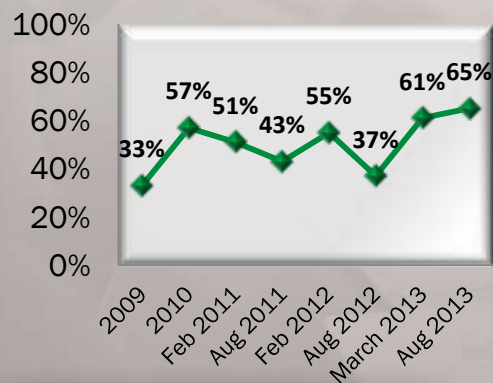
District 3



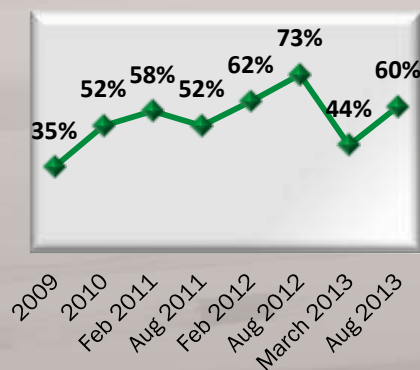
District 4



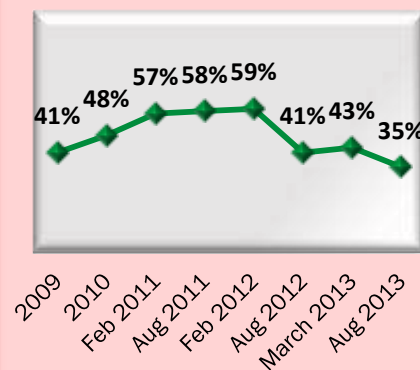
District 5



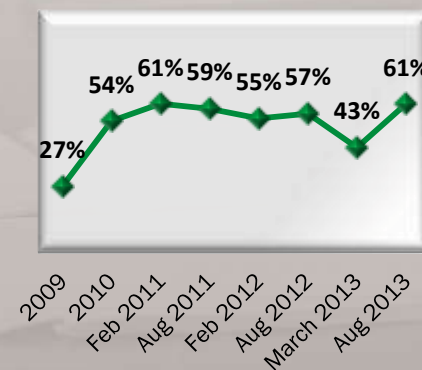
District 6



District 7



District 8

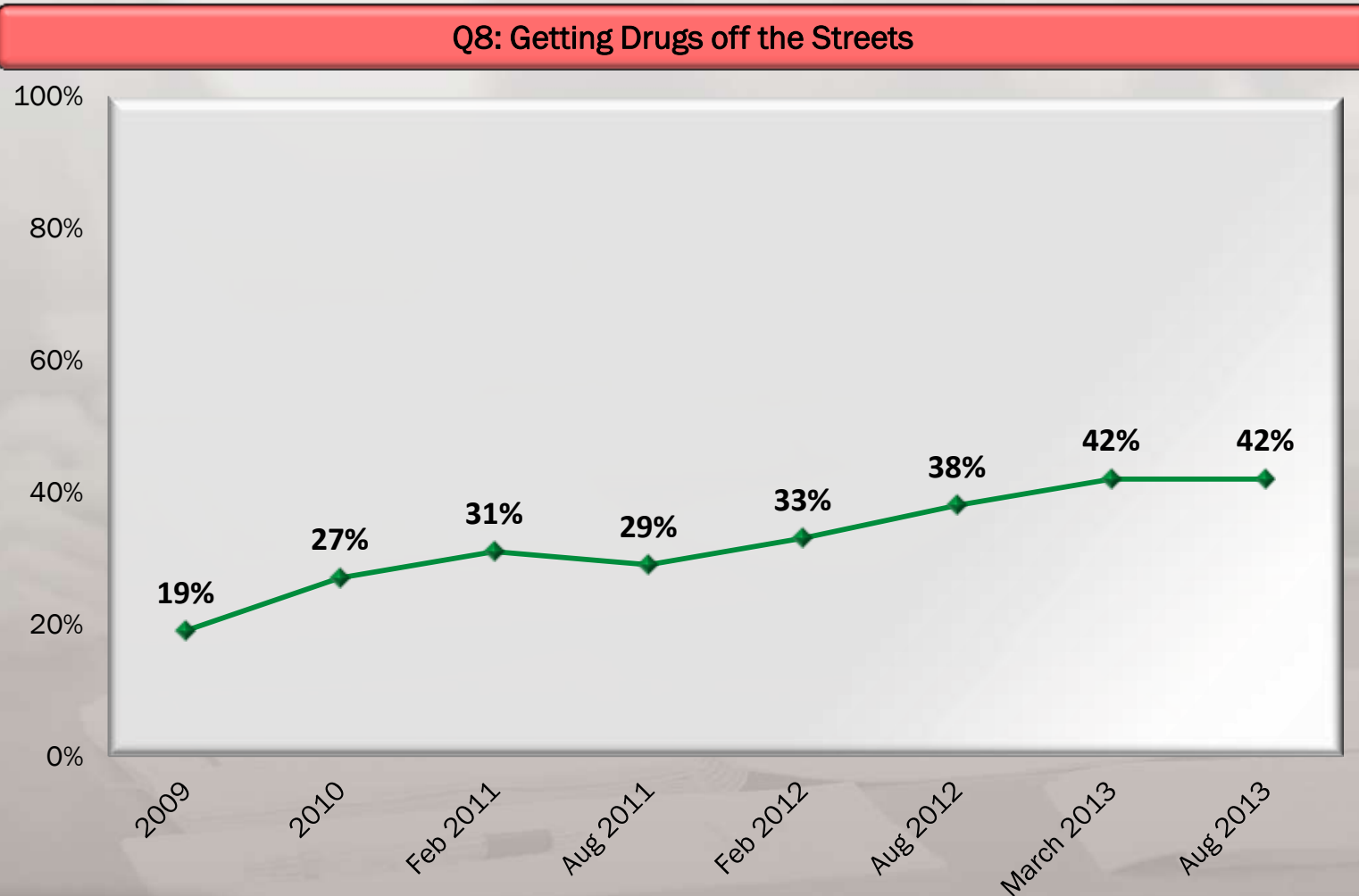


GETTING DRUGS OFF THE STREETS



Satisfaction with efforts to get drugs off the streets held at 42%.

Q8: Police Department Satisfaction – Getting drugs off the streets

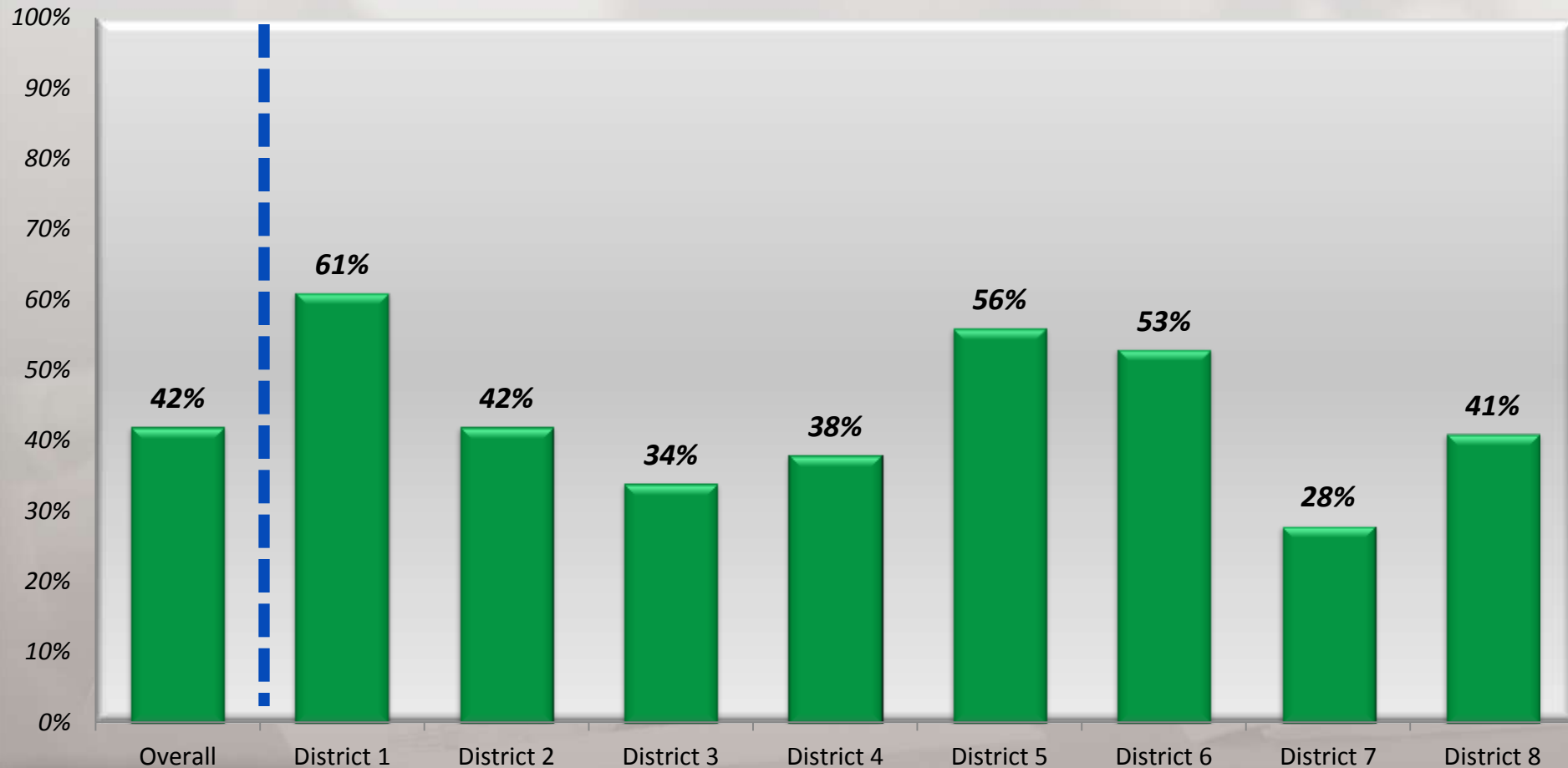




Districts one, five and six are rated highest in getting drugs off the streets.

Q8: Police Department Satisfaction – Getting drugs off the streets

Q8: Getting Drugs off the Streets

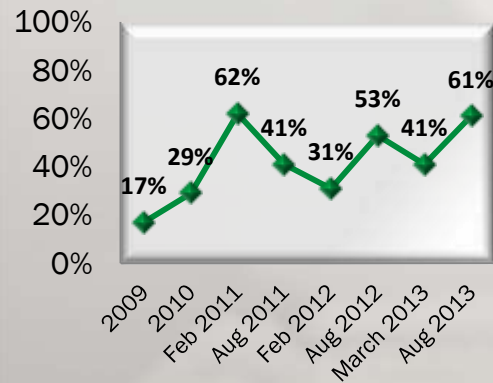


Q8: Getting Drugs off Streets Trend by Police District

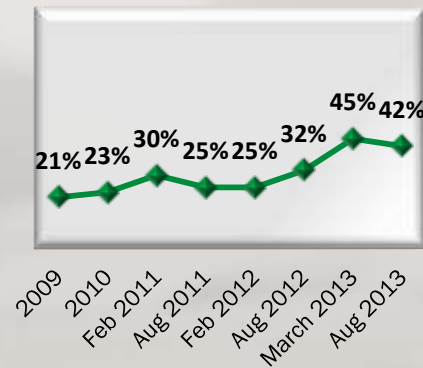
Q8: Police Department Satisfaction – Getting drugs off the streets

Overall Department Satisfaction: 58%
Q8 Overall Satisfaction: 42%

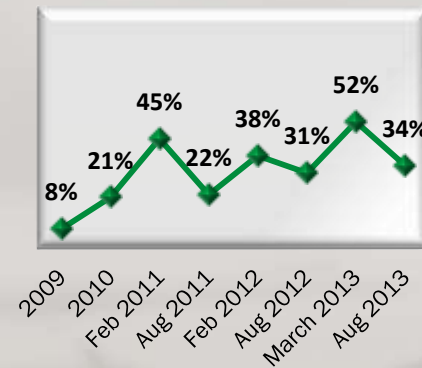
District 1



District 2



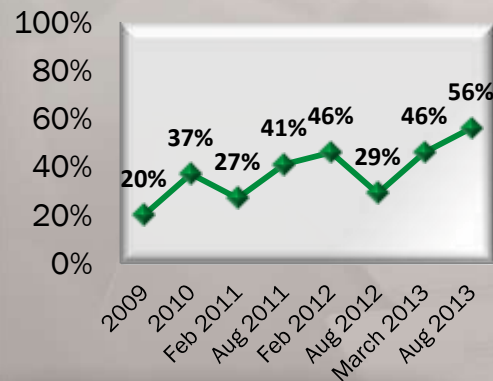
District 3



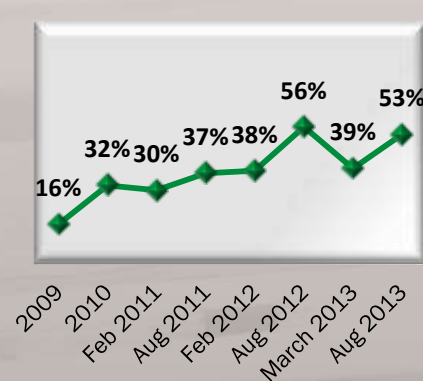
District 4



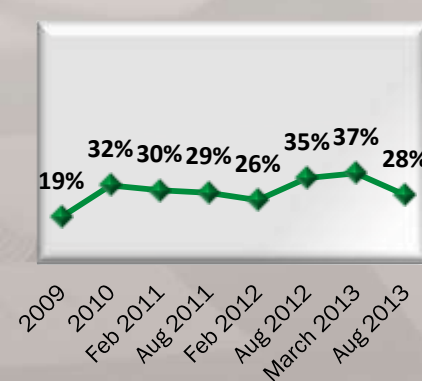
District 5



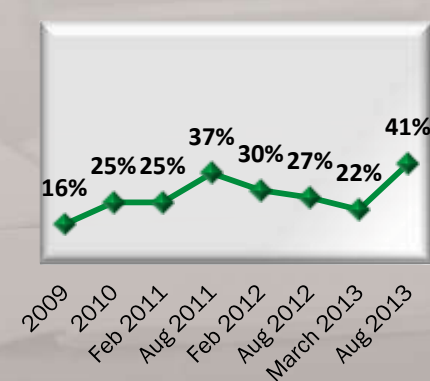
District 6



District 7



District 8



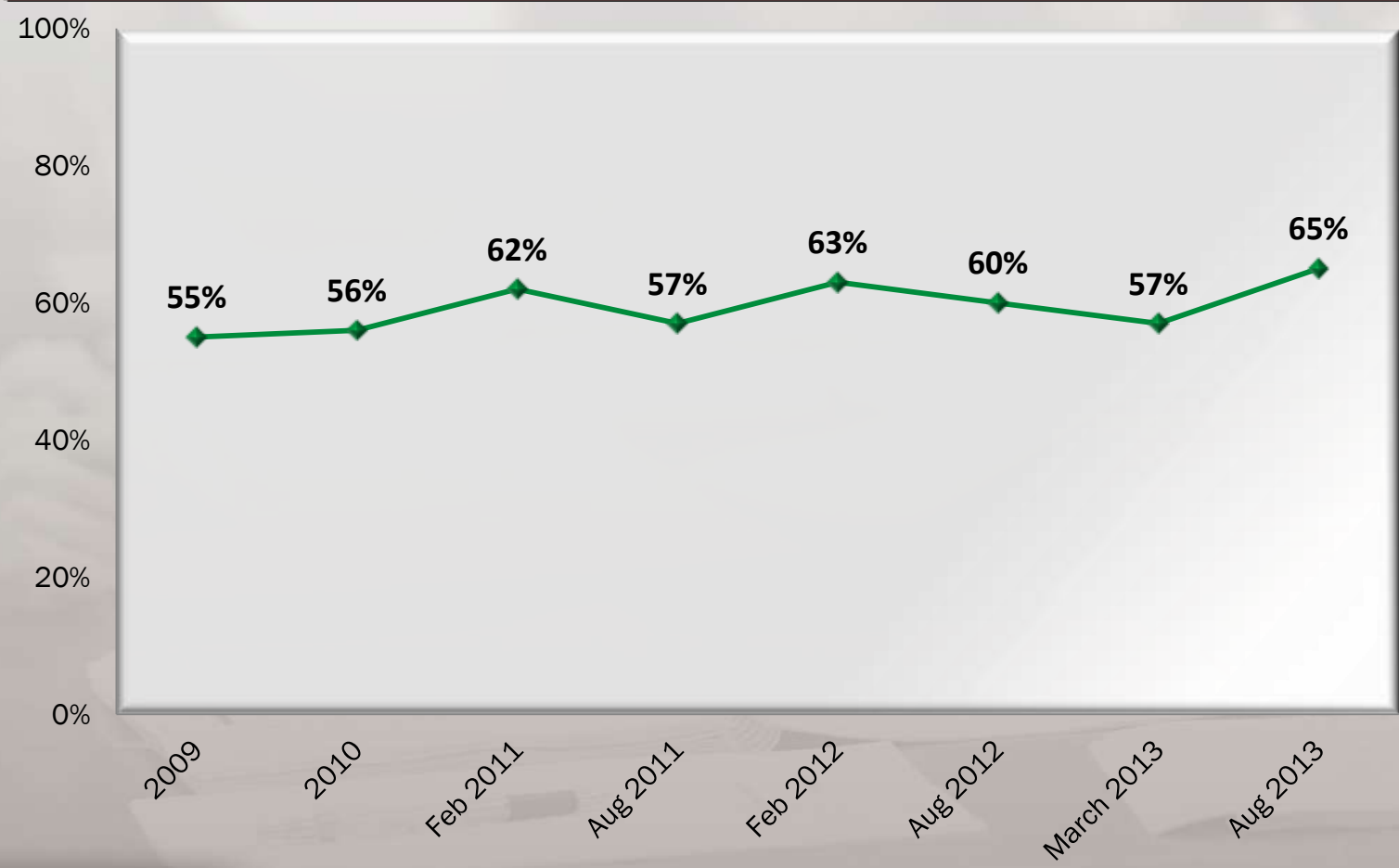
ENFORCING TRAFFIC LAWS



Nearly two thirds (65%) of respondents are satisfied with the department's enforcement of traffic laws.

Q9: Police Department Satisfaction – Enforcing traffic laws

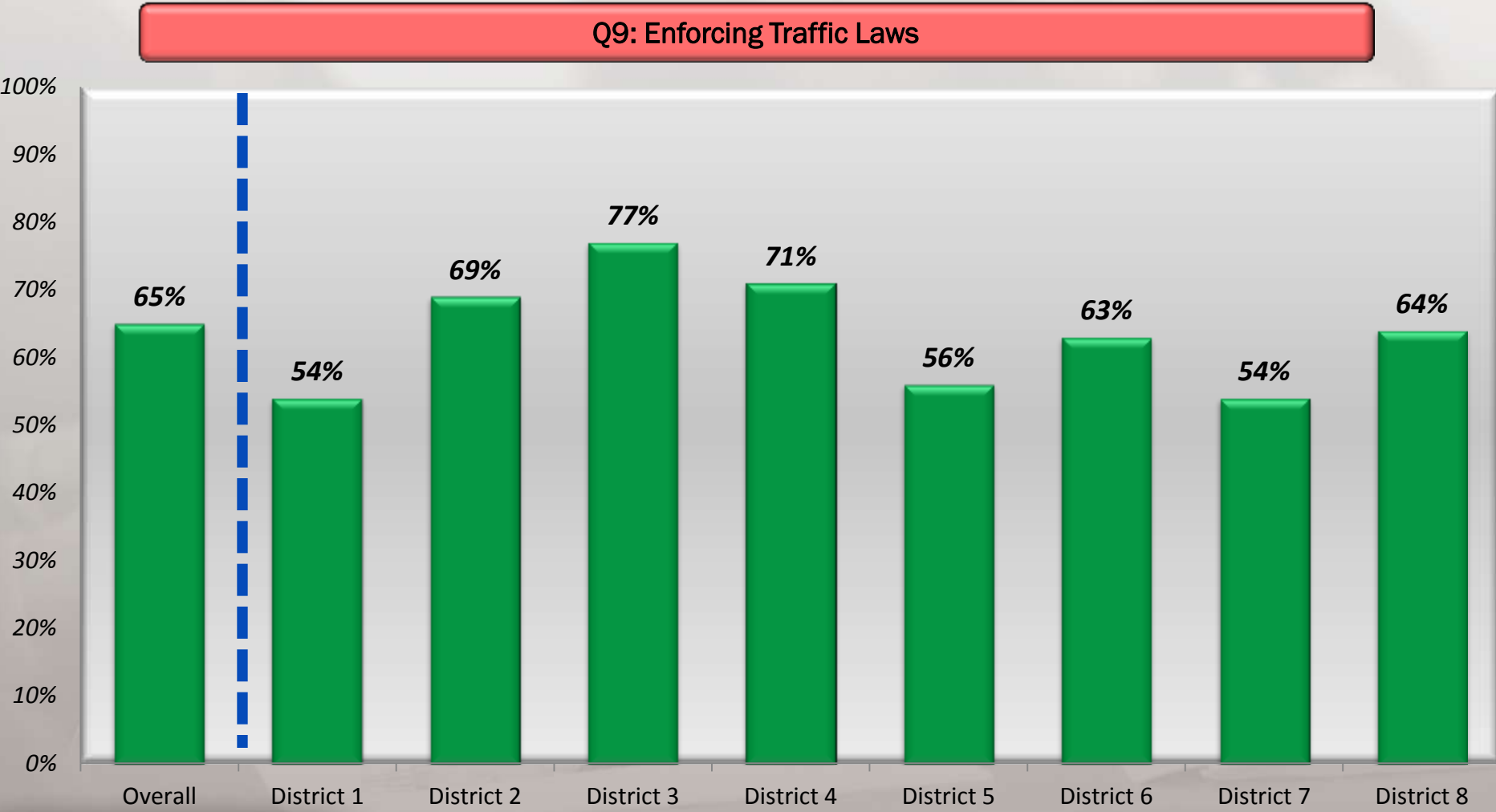
Q9: Enforcing Traffic Laws





All districts have a majority of respondents who are satisfied with enforcement of traffic laws.

Q9: Police Department Satisfaction – Enforcing traffic laws



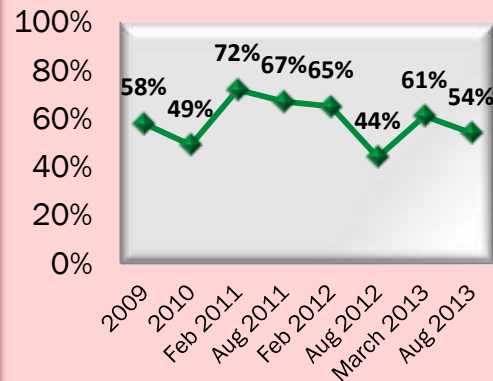
Q9: Enforcing Traffic Laws

Trend by Police District

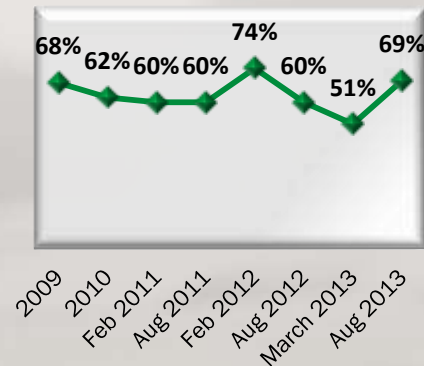
Q9: Police Department Satisfaction – Enforcing traffic laws

Overall Department Satisfaction: 58%
Q9 Overall Satisfaction: 65%

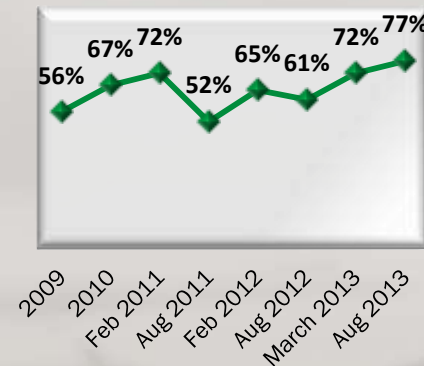
District 1



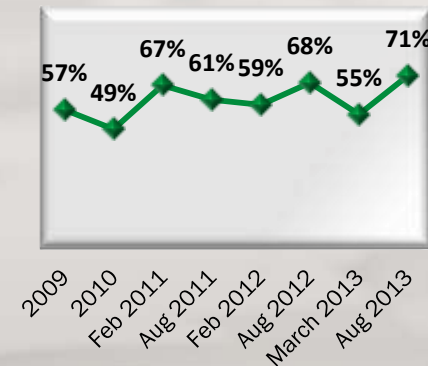
District 2



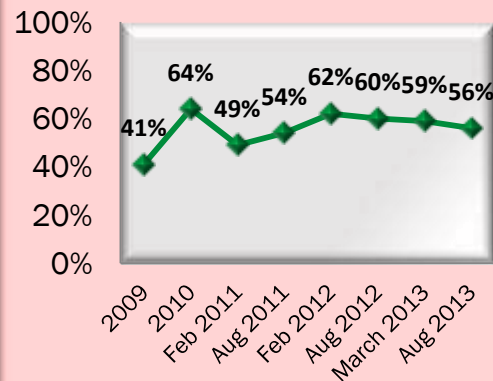
District 3



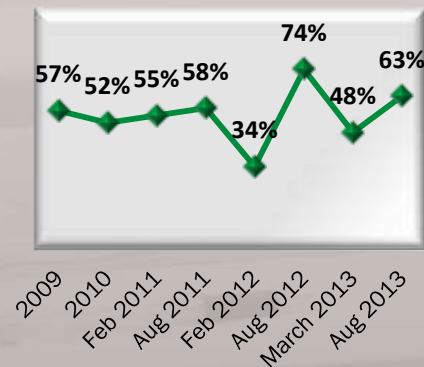
District 4



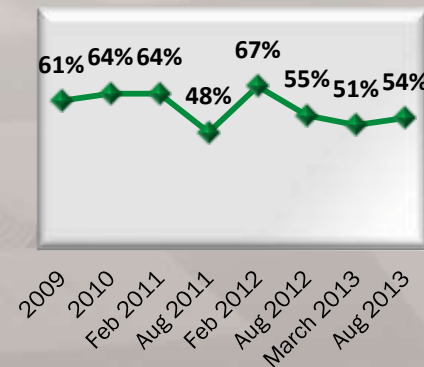
District 5



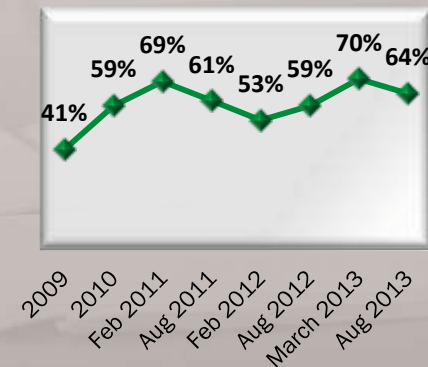
District 6



District 7



District 8



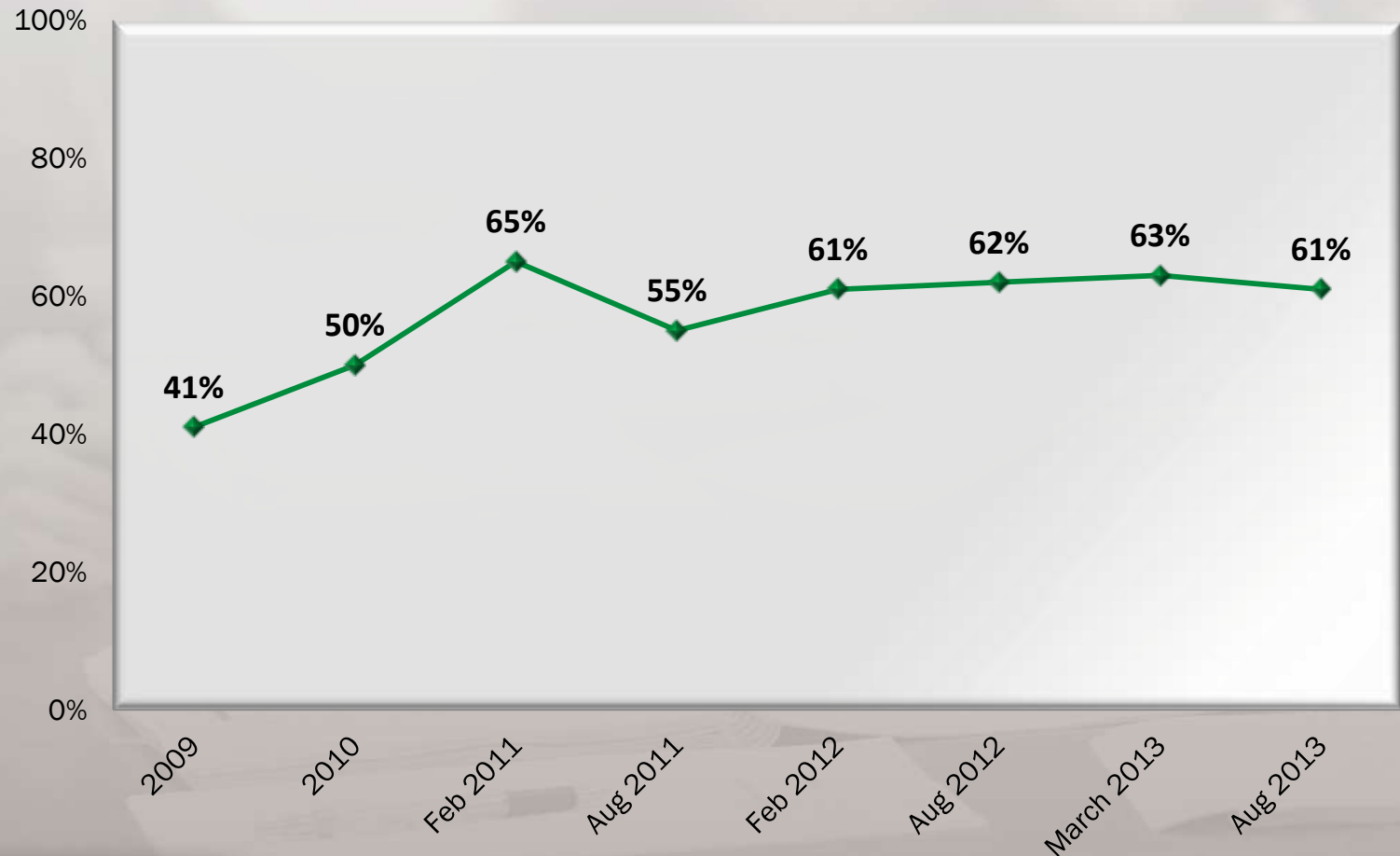
COOPERATING WITH THE PUBLIC



Cooperation with the public has held steady in the low sixties since February of 2012.

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

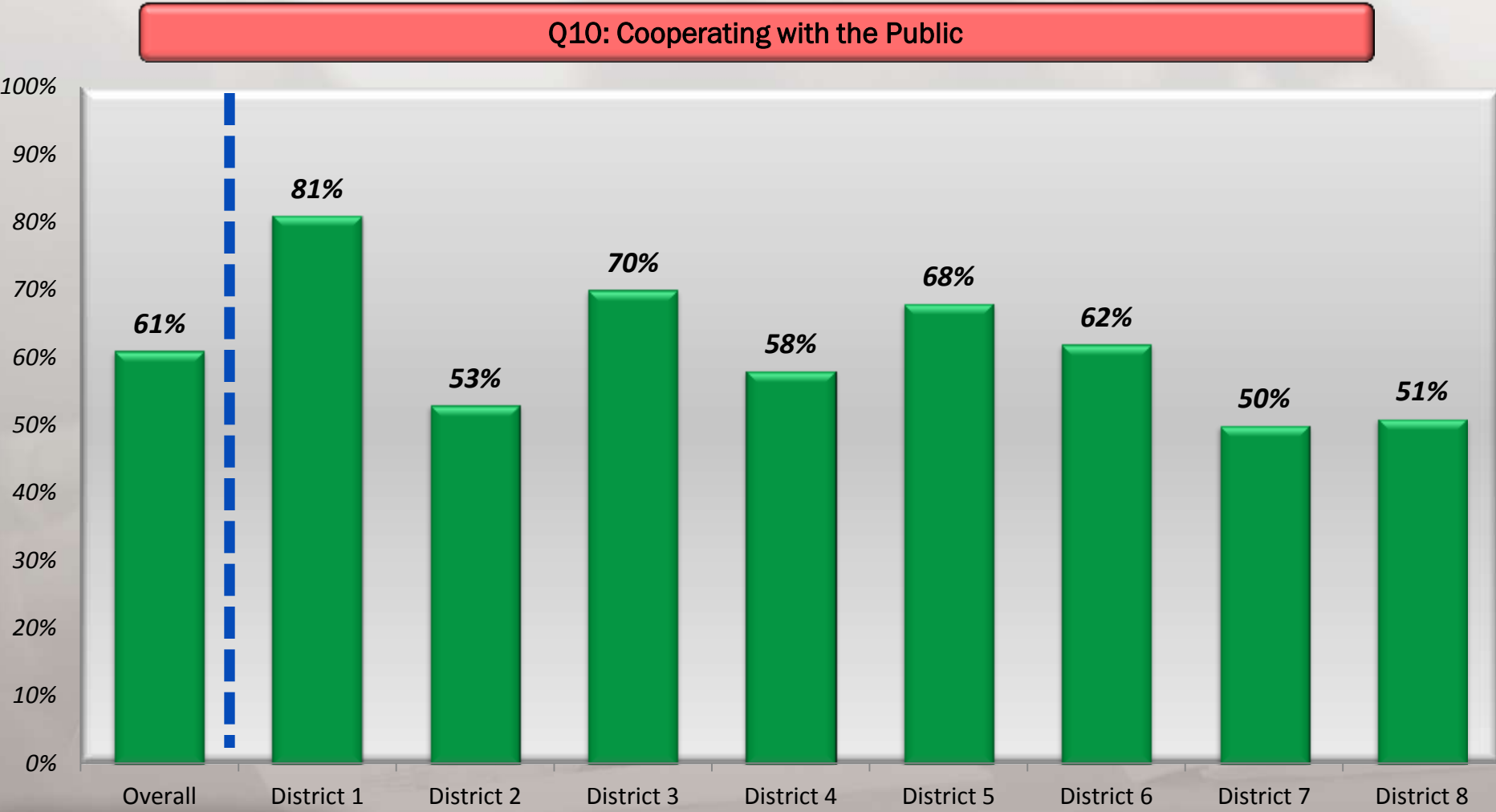
Q10: Cooperating with the Public





More than four in five respondents in district one report that they are satisfied with police cooperation with the public.

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

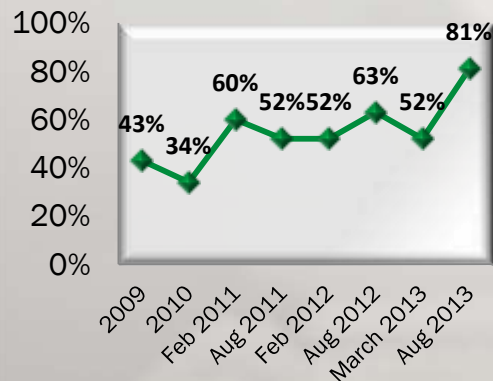


Q10: Cooperating w/ Public Trend by Police District

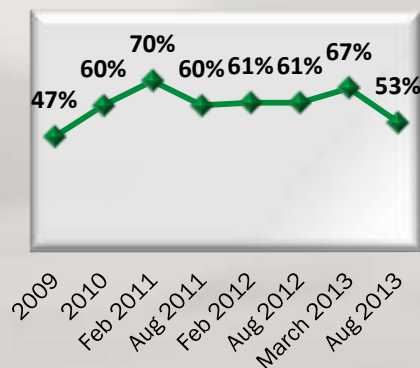
Q10: Police Department Satisfaction – Cooperating with the public to address their concerns

Overall Department Satisfaction: 58%
Q10 Overall Satisfaction: 61%

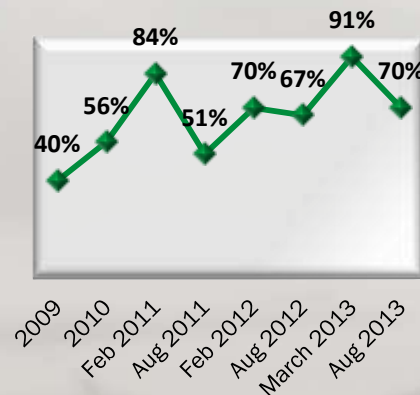
District 1



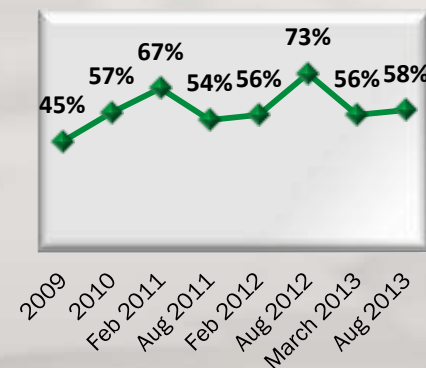
District 2



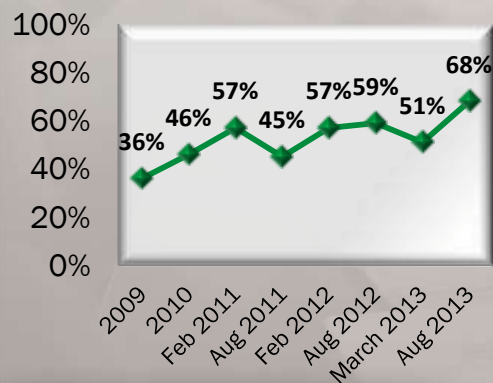
District 3



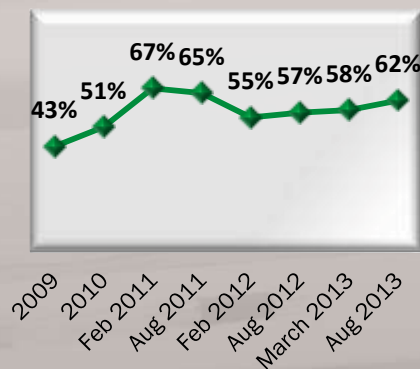
District 4



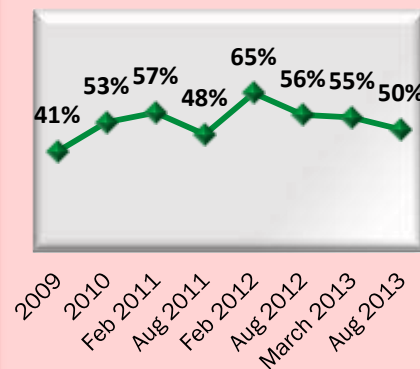
District 5



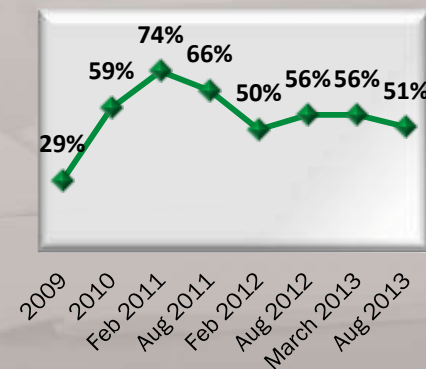
District 6



District 7



District 8



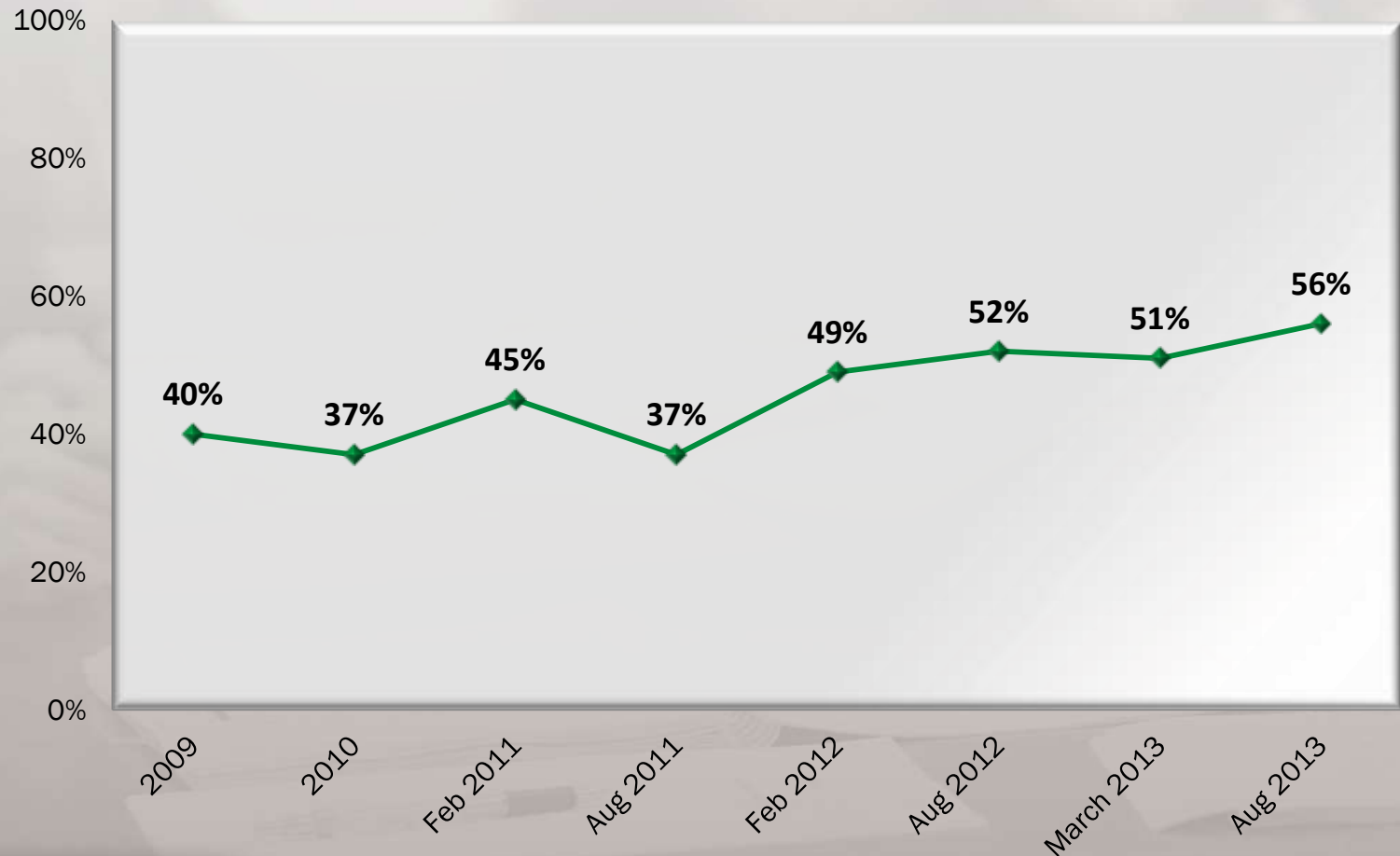
HONESTY & INTEGRITY OF POLICE OFFICERS



Honesty and integrity has reached an all time high at 56% satisfied.

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

Q11: Honesty and Integrity of Police Officers

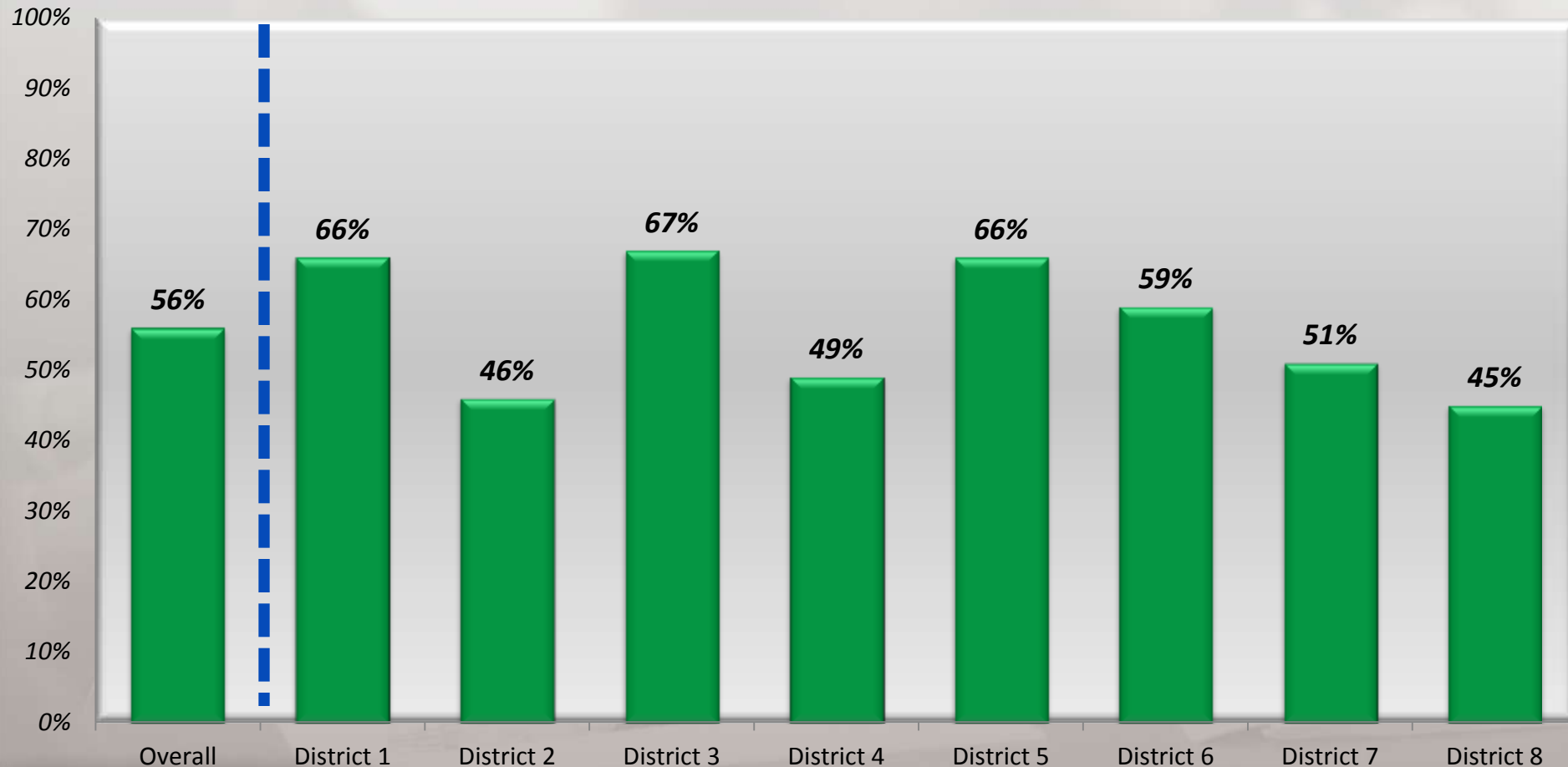




Respondents in districts two, four and five are the least likely to report that they are satisfied with honesty and integrity of police officers.

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

Q11: Honesty and Integrity of Police Officers

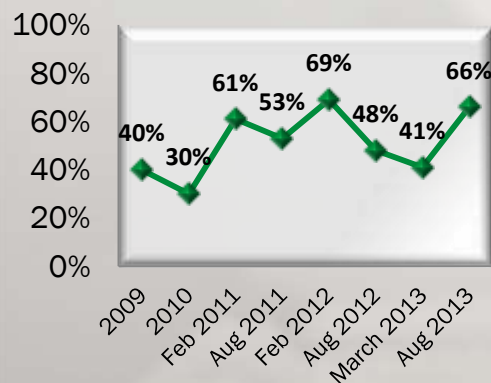


Q11: Honesty/Integrity Trend by Police District

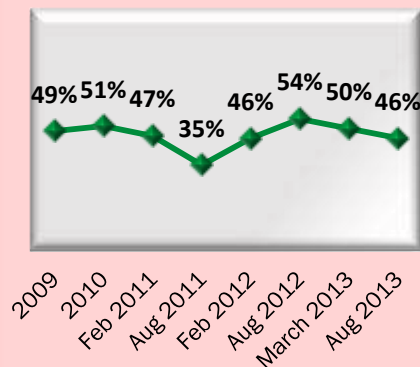
Q11: Police Department Satisfaction – Honesty and integrity of New Orleans Police officers

Overall Department Satisfaction: 58%
Q11 Overall Satisfaction: 56%

District 1



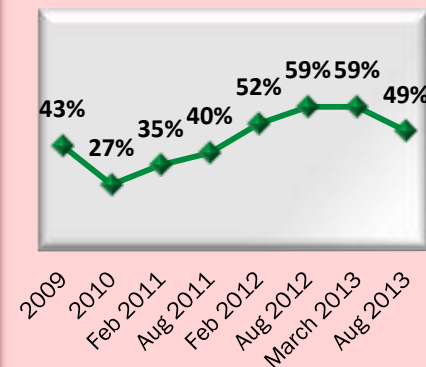
District 2



District 3



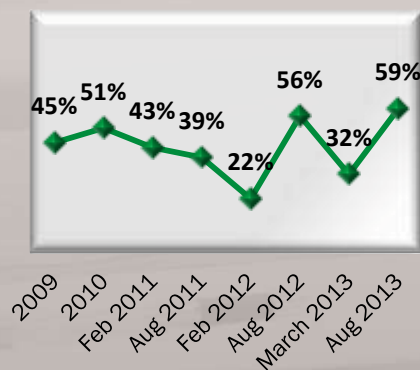
District 4



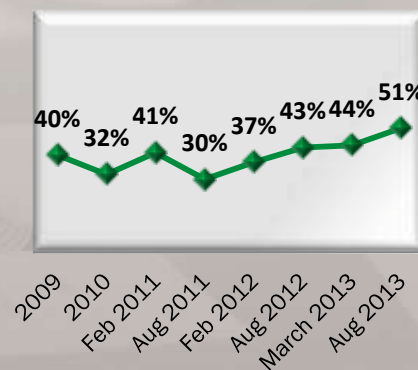
District 5



District 6



District 7



District 8

