

NEW ORLEANS CRIME COALITION

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New Orleans Crime Coalition Announces Results of Annual NOPD Citizen Perception Survey

Citywide survey finds that growing majorities of New Orleans residents are satisfied with the New Orleans Police Department performance and consider the city safe

New Orleans, LA (October 14, 2020) – The New Orleans Crime Coalition (NOCC) released the results of its annual survey measuring public perception of police performance in the City of New Orleans. The independent study, which has been conducted since 2009, took place September 8-17, 2020.

Designed to track trends over time in how New Orleans residents view the New Orleans Police Department (NOPD), the study is based on a representative sample of 800 adult residents of New Orleans with a margin of error factor of +/- 3.46 percent.

KEY FINDINGS:

- **Satisfaction rating:**
 - 57% of New Orleans residents say they are satisfied with the NOPD; black residents (57%) and white residents (59%) expressed similar views.
 - There is a notable divide by age. Only 41% of residents 18-44 years of age are satisfied with the NOPD as opposed to 71% of those 45 years and older.
 - 66% of residents say they are satisfied with the NOPD's work in their own neighborhood.
- **Majorities say city is safe:**
 - 57% of survey respondents say they think New Orleans is safe.
 - However, 81% of residents say their own neighborhoods are safe including 86% of whites and 79% of blacks.
- **Room for improvement:**
 - Large percentages of city residents think the police department is doing a "poor" job investigating and solving a variety of crimes. The same is true for patrolling neighborhoods. On each task, a third or more survey respondents also say the NOPD is doing "only a fair" job.
 - On other issues, from responding quickly to emergency calls and working with community groups, to ethics and professionalism, honesty and integrity and using

appropriate force, higher percentages of residents give the NOPD positive marks. However, 18 to 23 percent still rate the department “poor” In these areas, while 29 to 38 percent rate the department “excellent” or “good.”

- There were substantial differences between black residents and white residents on several issues, including using appropriate force (15-point difference), honesty and integrity (14-point difference) and ethics and professionalism (12-point difference).
- **Contact with officers:**
 - 74 percent of survey respondents citywide who had contact with a police officer over the past year said they were satisfied with the way the officer handled the situation compared to 58 percent in 2019.

According to New Orleans Crime Coalition leadership, overall satisfaction with the NOPD is trending upward compared to 2019, however while clear majorities of New Orleanians are satisfied with the NOPD in general, the survey did pinpoint areas where there is need for improvement including response times, patrolling neighborhoods and investigating and solving car thefts and break-ins, burglaries and property crime as well as major drug crimes, murders and violent crimes. Crime Coalition leaders believe several of these negative performance ratings can be attributed to the lack of manpower and funding within the NOPD.

“We recognize that a common element in addressing these perceptions can be traced back to ongoing staffing shortages within our police department,” said Loyola University’s Dr. Michael Cowan, chairman of the Crime Coalition. “The Citizen Satisfaction Survey and the Crime Coalition are completely independent and citizen-driven. We believe it is important to track and report on public perceptions of the NOPD as a key indicator of our community’s overall well-being. We strive to make this survey a tool for our Coalition members, the NOPD, and the public to continue making our city safer.”

THE REPORT

NOCC initiates and reports this independently and professionally conducted survey with the strong conviction that a regular public spotlight on how citizens perceive their police department is a powerful ongoing catalyst for decision making and reforms within NOPD that will build trust between citizens and the police department which will make New Orleans streets safer.

The Greater New Orleans Foundation and GNO, Inc. donated funding for the 2020 NOCC survey.

Interviews were conducted by live, professionally trained telephone interviewers. Fauchaux Strategies, an independent and nonpartisan survey firm based in New Orleans and headed by Ron Fauchaux, who served for 12 years as president of Clarus Research Group, a polling company located in Washington, D.C., conducted the survey. Neither firm works for New Orleans city government or the NOPD.

About the New Orleans Crime Coalition

The New Orleans Crime Coalition (NOCC) includes fifteen community organizations working together to reform our local criminal justice system for the benefit of all. The member organizations are listed below.

Since its founding in 2007, the NOCC has played a key role in obtaining an additional \$5.7 million for in federal funding local criminal justice agencies, and monitoring the expenditure of those funds; seeking improved cooperation between the District Attorney’s office and NOPD; supporting the creation of an

independent NOPD monitor; obtaining city funding for the Orleans Public Defenders Office for the first time; promoting the practice of community policing; influencing the public debate on the proper size of the Orleans Parish Prison; and creating one integrated computer-based information management system for the local criminal justice system.

The coalition works to address violent crime in New Orleans by engaging all components of the local criminal justice system and their integration. It does so by identifying best practices and holding those responsible for implementing such practices through focused, strategic plans that will result in an improved justice system leading to the removal of violent criminals from our streets and the fair, efficient and effective administration of justice.

Members of the New Orleans Crime Coalition include The Business Council of New Orleans and the River Region, Common Good, Citizens for 1 Greater New Orleans, Urban League of Greater New Orleans, Crimestoppers, Metropolitan Crime Commission, New Orleans Police and Justice Foundation, Court Watch NOLA, Young Leadership Council, Bridge House, New Orleans & Company, Young Leadership Council, Youth Empowerment Project and the New Orleans Family Justice Center.

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