

New Orleans Crime Coalition Annual NOPD Citizens Satisfaction Survey 2021

CONDUCTED BY FAUCHEUX STRATEGIES, LLC
JUNE 2021



Survey Methodology

- Survey conducted June 11-17, 2021, under the direction of Ronald A. Faucheux, Ph.D., CEO of Faucheux Strategies, LLC, New Orleans and Washington, D.C.
- Survey based on a representative sample of completed interviews with 800 adults 18 years old and older in the City of New Orleans.
- Interviews conducted by live, professionally trained telephone interviewers via cell phones and landlines.
- Margin of error for full sample: +/- 3%
- Racial composition of sample: 59% African American, 35% white, 6% other.
- Neighborhood definition:
 - Lakeview/Lake Vista/Lakeshore/Lakewood/Mid-City/Bayou St. John/CBD
 - Uptown/Garden District/Carrollton/Arts District/Central City
 - Gentilly/French Quarter/Esplanade Ridge/Treme/Marigny/Bywater/St. Roch/Lower 9/Gentilly Terrace/UNO/Dillard/Fillmore/Lake Terrace/Lake Oaks/Pontchartrain Park
 - New Orleans East
 - Algiers

Key Survey Takeaways

- **Satisfaction with NOPD:** A majority of New Orleans residents—52%—say they are satisfied with the New Orleans Police Department. That's down 5 points from the 2020 survey last year.
 - Blacks and Whites expressed similar views: 51% of Blacks and 52% of Whites are satisfied.
 - There is a wide divide by age, as there was last year: Only 37% of residents 18-44 years old are satisfied with the NOPD as opposed to 58% of those 45 and older. Also, women more than men expressed satisfaction (55% vs. 48%).
 - Satisfaction is highest in the Uptown/Garden District (58%) and Lakeview/Mid-City (57%) areas. It is lowest in the Gentilly/Lower 9 area (45%).
 - Since 2017, the NOPD satisfaction rating has ranged from 51% in 2017 to 57% in 2020. The 2021 rating, at 52%, is lower than 2018, 2019 and 2020, but slightly higher than 2017.
- **Neighborhood satisfaction with NOPD:** A solid majority of city residents—63%—say they are satisfied with NOPD's work in their own neighborhood. That's down from 66% in the 2020 survey.
 - 62% of Blacks and 65% of Whites express satisfaction with NOPD's work in their own neighborhood.

Key Survey Takeaways continued

- 56% of residents 18-44 years old are satisfied with the NOPD in their own neighborhood as compared to 66% of those 45 and older.
- Neighborhood satisfaction is highest in the Lakeview/Mid-City area (79%) and lowest in the New Orleans East and Gentilly/Lower 9 areas (55%).
- **The biggest shift since the 2020 survey is the dramatic drop in the perception that New Orleans is safe.**
 - In the 2020 survey, 57% of residents said the city was safe. In the 2021 survey, only 35% say it's safe—that's a 22-point drop.
 - Those saying the city is "very safe" dropped from 7% to 2%; those saying the city is "fairly safe" dropped from 50% to 33%; those saying the city is "not that safe" increased from 28% to 38%; those saying the city is "not safe at all" doubled from 13% to 26%.
 - Since the 2020 survey, the perception that the city is safe has **declined** by: 23 points among Blacks, 20 points among Whites, 23 points in the Lakeview-Mid-City area, 19 points in the Uptown/ Garden District area, 15 points in Gentilly/Lower 9 area, 33 points in N.O. East and 25 points in Algiers

Key Survey Takeaways continued

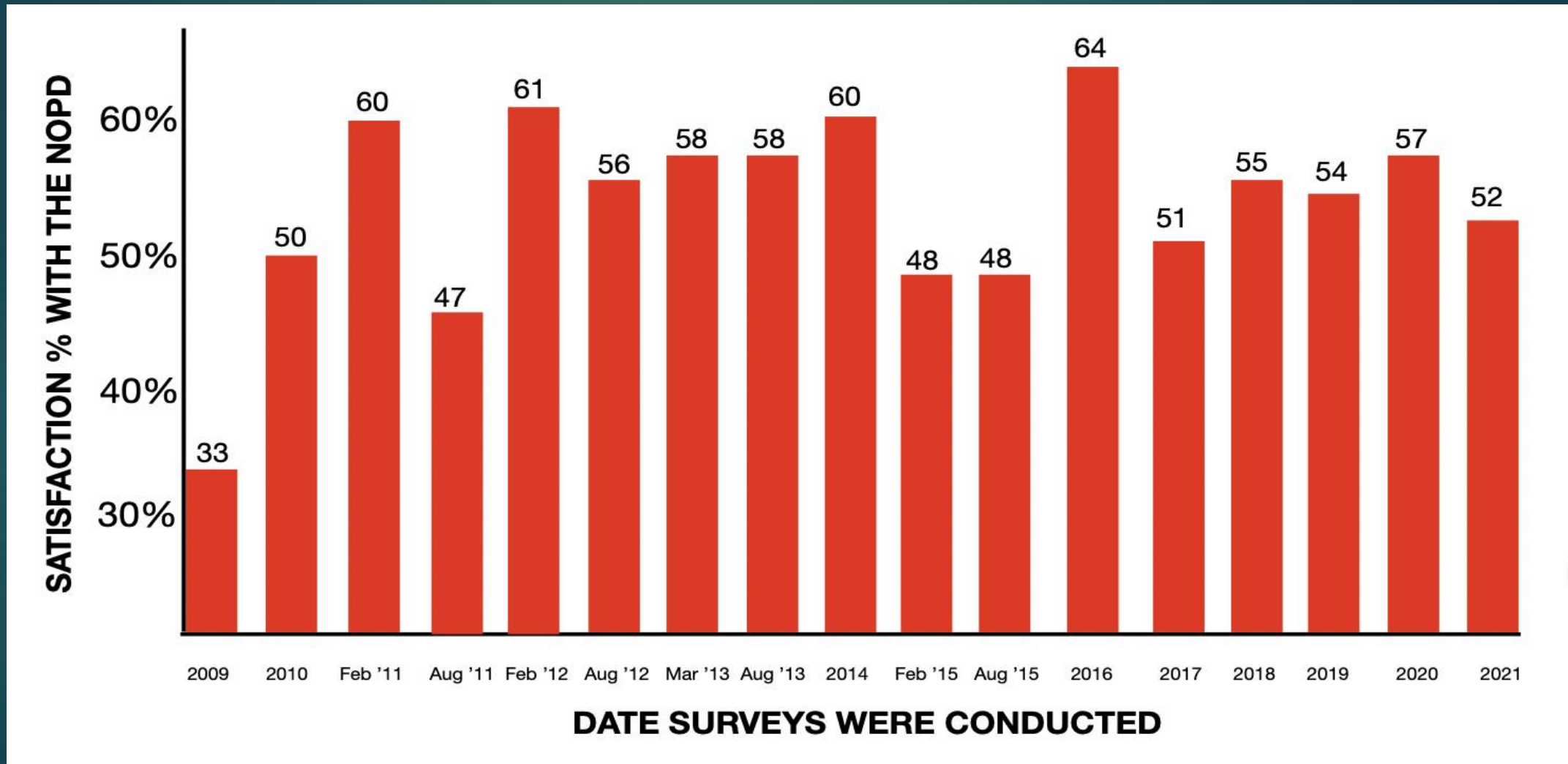
- **Safety of their own neighborhood** : Since the 2020 survey, the perception that “your own neighborhood” is safe has declined 7 points, from 81% to 74%.
 - The perception that “your own neighborhood” is “very safe” fell 7 points (31% to 24%)
 - The perception that “your own neighborhood” is “fairly safe” remained the same (50%).
 - The perception that “your own neighborhood” is NOT safe increased 7 points from 18% to 25%.
- **NOPD task performance ratings**: Since the 2020 survey the excellent + good ratings for “responding to emergency calls” and “patrolling neighborhoods” each dropped a substantial 9 points (34% to 25% for the former, 29% to 20% for the latter).
 - Smaller declines were found in the excellent + good ratings for “investigating and solving car thefts and break-ins” (down 3), “burglaries and property crime” (down 2) and “major drug crimes” (down 2)
 - “Investigating and solving murders and violent crimes” and “working with neighborhood and community groups to reduce crime” remained the same in terms of excellent + good ratings.

Key Survey Takeaways continued

- **Police brutality and misconduct:** More New Orleans residents think police brutality and misconduct has decreased than increased over the past few years (29% vs. 14%). However, most residents think it has remained the same (47%).
 - 26% of Blacks and 32% of Whites think police brutality and misconduct has decreased. But, more Blacks than Whites think it has increased (18% vs. 9%).
 - These numbers show only small changes from the 2020 survey.
- **Contact with NOPD officers:** 34% of survey respondents say they had contact with a New Orleans police officer in the past year. (That's down from 44% in the 2020 survey; perhaps the pandemic had an impact on that change.)
 - Of those who had contact with an officer, 73% were satisfied with the way the police handled the situation. There is little change from the 2020 survey, when 74% of respondents were satisfied.
 - In the 2021 survey, 70% of Blacks and 78% of Whites were satisfied with their contacts, which is nearly identical to the 2020 survey's results.

Rating the NOPD

Overall Satisfaction with NOPD: 2009-2021



NOPD Satisfaction

Overall, would you say that you are very satisfied, somewhat satisfied, neither satisfied nor unsatisfied, somewhat unsatisfied or very unsatisfied with the New Orleans Police Department?

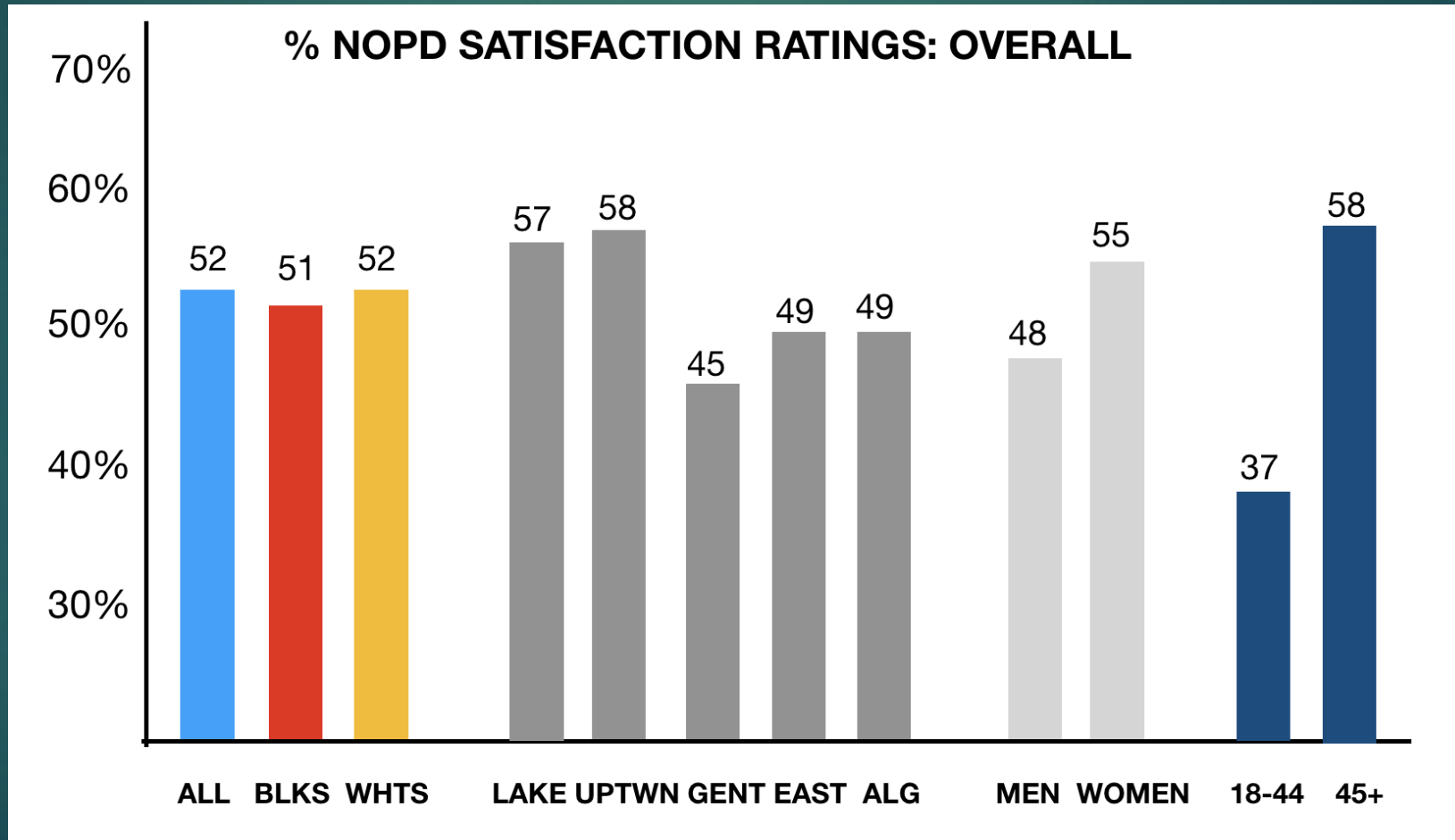
- Very satisfied: 11%
- Somewhat satisfied: 41%
- **TOTAL SATISFIED: 52%**
- Somewhat unsatisfied: 20%
- Very unsatisfied: 15%
- **TOTAL UNSATISFIED: 35%**
- Neither satisfied/unsatisfied/
Unsure: 11%

2020 vs. 2021

- Since the 2020 survey, overall satisfaction with the NOPD **dropped 5 points**, from 57% to 52%.
- "Very satisfied" **dropped 3 points** (14% to 11%)
- "Somewhat satisfied" **dropped 2 points** (43% to 41%)
- Total "unsatisfied" **went up 4 points** (31% to 35%)

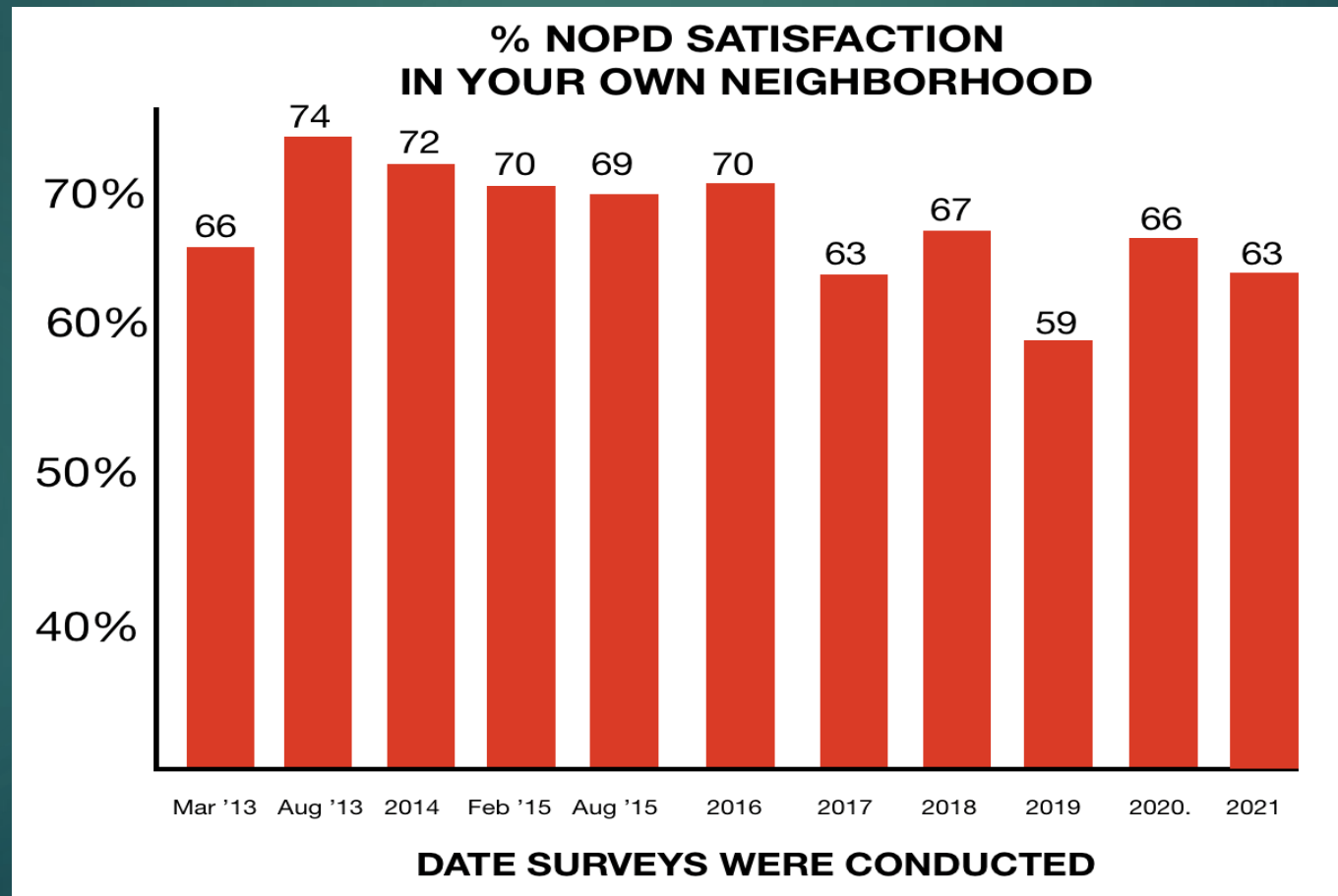
NOPD Satisfaction continued

Overall, would you say that you are very satisfied, somewhat satisfied, neither satisfied nor unsatisfied, somewhat unsatisfied or very unsatisfied with the New Orleans Police Department?



NOPD Satisfaction in Your Own Neighborhood

Would you say that you are very satisfied, somewhat satisfied, neither satisfied nor unsatisfied, somewhat unsatisfied or very unsatisfied with the New Orleans Police Department's work in your own neighborhood?



NOPD Satisfaction in Your Own Neighborhood

Would you say that you are very satisfied, somewhat satisfied, neither satisfied nor unsatisfied, somewhat unsatisfied or very unsatisfied with the New Orleans Police Department's work in your own neighborhood?

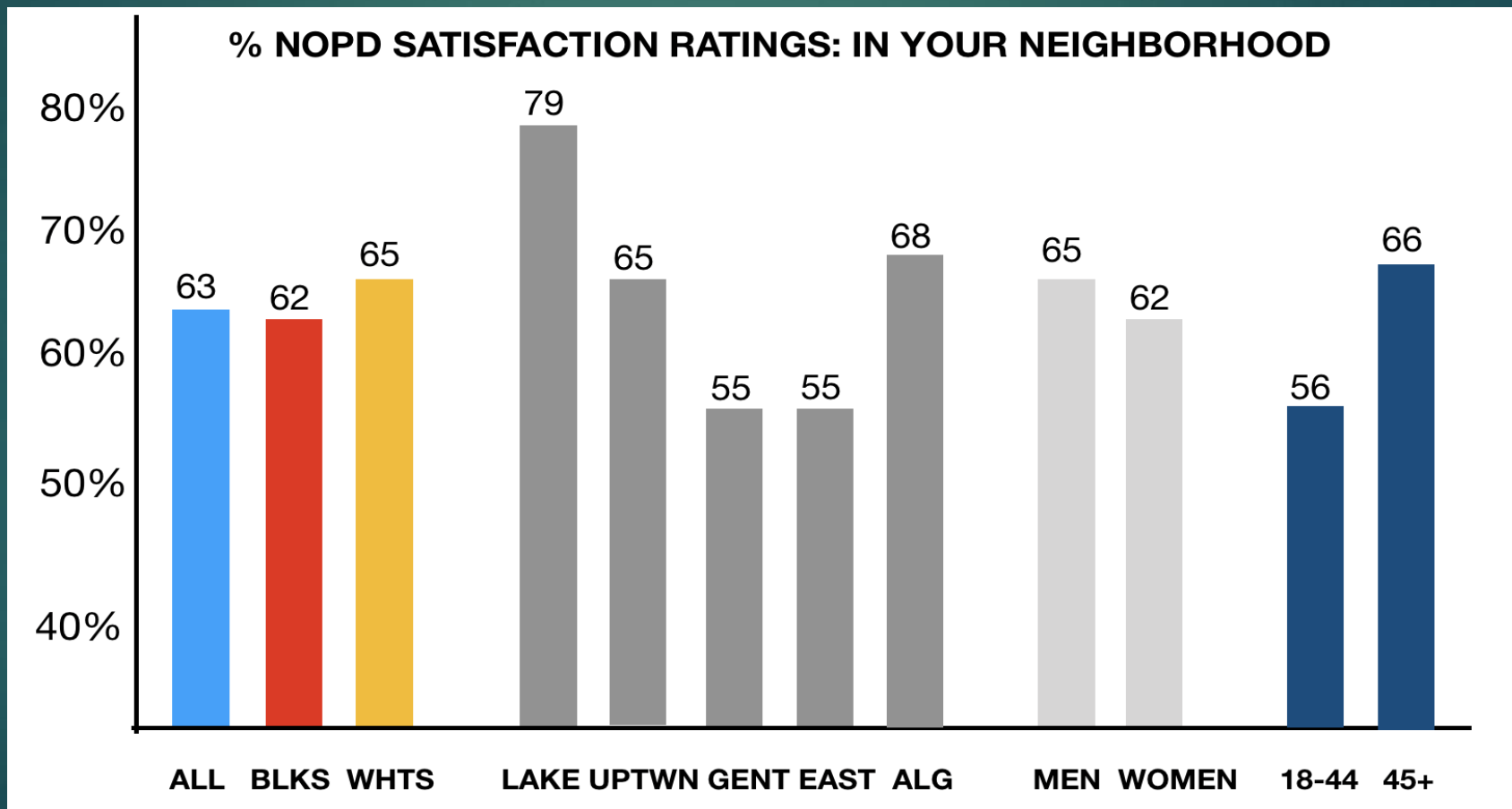
- Very satisfied: 26%
- Somewhat satisfied: 37%
- **TOTAL SATISFIED: 63%**
- Somewhat unsatisfied: 12%
- Very unsatisfied: 14%
- **TOTAL UNSATISFIED: 26%**
- Neither satisfied nor unsatisfied/
Unsure: 11%

2020 vs. 2021

- Since the 2020 survey, neighborhood satisfaction with the NOPD **dropped 3 points** (from 66% to 63%)
- "Very satisfied" **dropped 5 points** (31% to 26%) and "somewhat satisfied" **went up 2 points** (35% to 37%).
- Total "unsatisfied" **went up by 2 points** (24% to 26%).

NOPD Satisfaction in Your Own Neighborhood

Would you say that you are very satisfied, somewhat satisfied, neither satisfied nor unsatisfied, somewhat unsatisfied or very unsatisfied with the New Orleans Police Department's work in your own neighborhood?



NOPD: Compared To A Few Years Ago

Compared to a few years ago—do you think the New Orleans Police Department is now doing a better job, a worse job or about the same?

- Better job: 22%
- Worse job: 22%
- About the same: 54%
- Don't know: 2%

DEMOGRAPHICS: 20% of African Americans, 23% of Whites, 27% of men, 18% of women, 34% of Lakeview, 27% of Uptown, 16% of Gentilly, 16% of New Orleans East and 15% of Algiers say the NOPD is doing a better job.

2020 vs. 2021

- Majorities in both the 2020 (53%) and 2021 (54%) surveys say the NOPD is doing “about the same” compared to a few years prior.
- Since the 2020 survey, the percentage of residents saying the NOPD is doing a “better job” has **dropped 13 points** (from 35% to 22%).
- The percentage of residents saying the NOPD is doing a “worse job” **increased 15 points** (from 7% to 22%).

NOPD Task Performance: Ratings

On a scale of excellent, good, only fair or poor—how would you rate the New Orleans Police Department in the following areas?

TASKS	Excellent	Good	Only Fair	Poor
Investigating and solving murders and violent crimes	4%	22%	40%	25%
Investigating and solving car thefts and break-ins	2%	9%	26%	59%
Investigating and solving burglaries and property crime	2%	11%	35%	44%
Investigating and solving major drug crimes	2%	15%	33%	35%
Patrolling neighborhoods	4%	16%	33%	41%
Responding quickly to emergency calls	6%	19%	33%	36%
Working with neighborhood and community groups to reduce crime	4%	25%	29%	29%

2020 vs. 2021

- Since the 2020 survey, the excellent + good ratings for “responding to emergency calls” and “patrolling neighborhoods” **each dropped 9 points** (from 34% to 25%; from 29% to 20%).
- Smaller **2- to 3-point declines** were found in the excellent + good ratings for “investigating and solving car thefts and break-ins” (down 3), “burglaries and property crime” (down 2), “major drug crimes” (down 2) and “working with neighborhood and community groups to reduce crime” (down 3).
- “Investigating and solving murders and violent crimes” **remained the same**, 2020 to 2021.

NOPD Performance Standards: Ratings

On a scale of excellent, good, only fair or poor—how would you rate the New Orleans Police Department in the following areas?

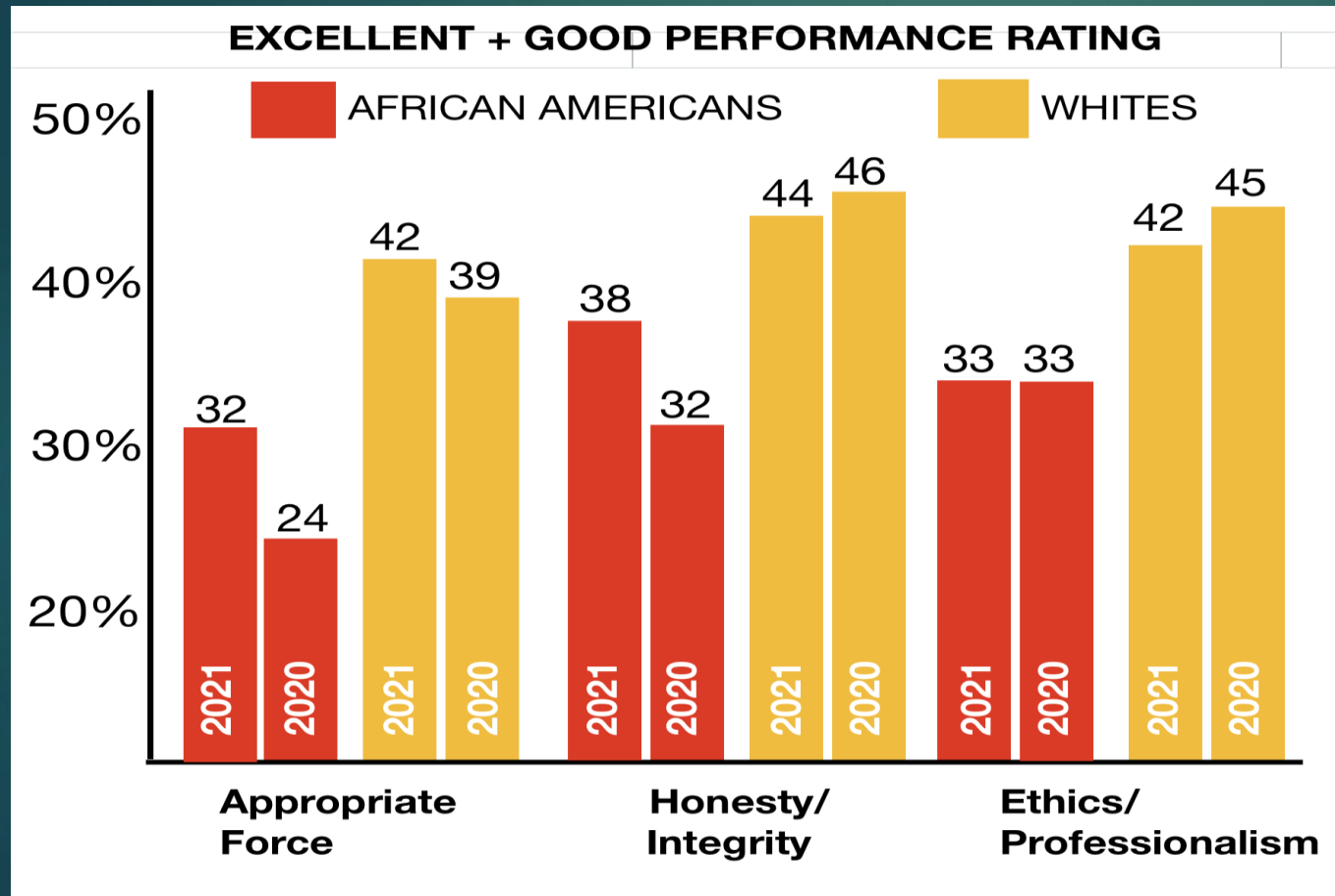
PERFORMANCE STANDARDS	Excellent	Good	Only Fair	Poor
Ethics and professionalism	6%	30%	38%	17%
Doing their jobs with honesty and integrity	7%	33%	35%	16%
Using appropriate force when apprehending suspects	7%	29%	30%	19%

2020 vs. 2021

- The biggest change since the 2020 survey has to do with the combined excellent + good rating for “using appropriate force when apprehending suspects”—it went **up 7 points**, from 29% to 36%.
- Since the 2020 survey, the excellent + good combined rating for “honesty and integrity” **increased 3 points**, from 37% to 40%.
- The combined excellent + good rating for “ethics and professionalism” **declined 2 points**, from 38% to 36%.

NOPD Performance Standards: Ratings continued

On a scale of excellent, good, only fair or poor—how would you rate the New Orleans Police Department in the following areas?



2020 vs. 2021

- Since the 2020 survey, excellent + good ratings went up among Blacks (+8) and Whites (+3) on **“using appropriate force.”**
- Excellent + good ratings went up among Blacks (+6) and went down among Whites (-2) on **“honesty and integrity.”**
- Excellent + good ratings went down among Whites (-3) and remained the same among Blacks on **“ethics and professionalism.”**

NOPD: Competence and Culture

Compared to a few years ago, do you think the _____ of the New Orleans Police Department has improved, gotten worse or is about the same?

	Improved	Gotten worse	About same
Competence and effectiveness	19%	21%	56%
Internal culture	22%	14%	46%

2020 vs. 2021

- In the 2020 survey, 34% of residents said the NOPD's "competence and effectiveness" had improved; that number **dropped 15 points** to 19% in the 2021 survey.
- In the 2020 survey, 29% of residents said the NOPD's "internal culture" had improved; that number **dropped 7 points** to 22% in the 2021 survey.

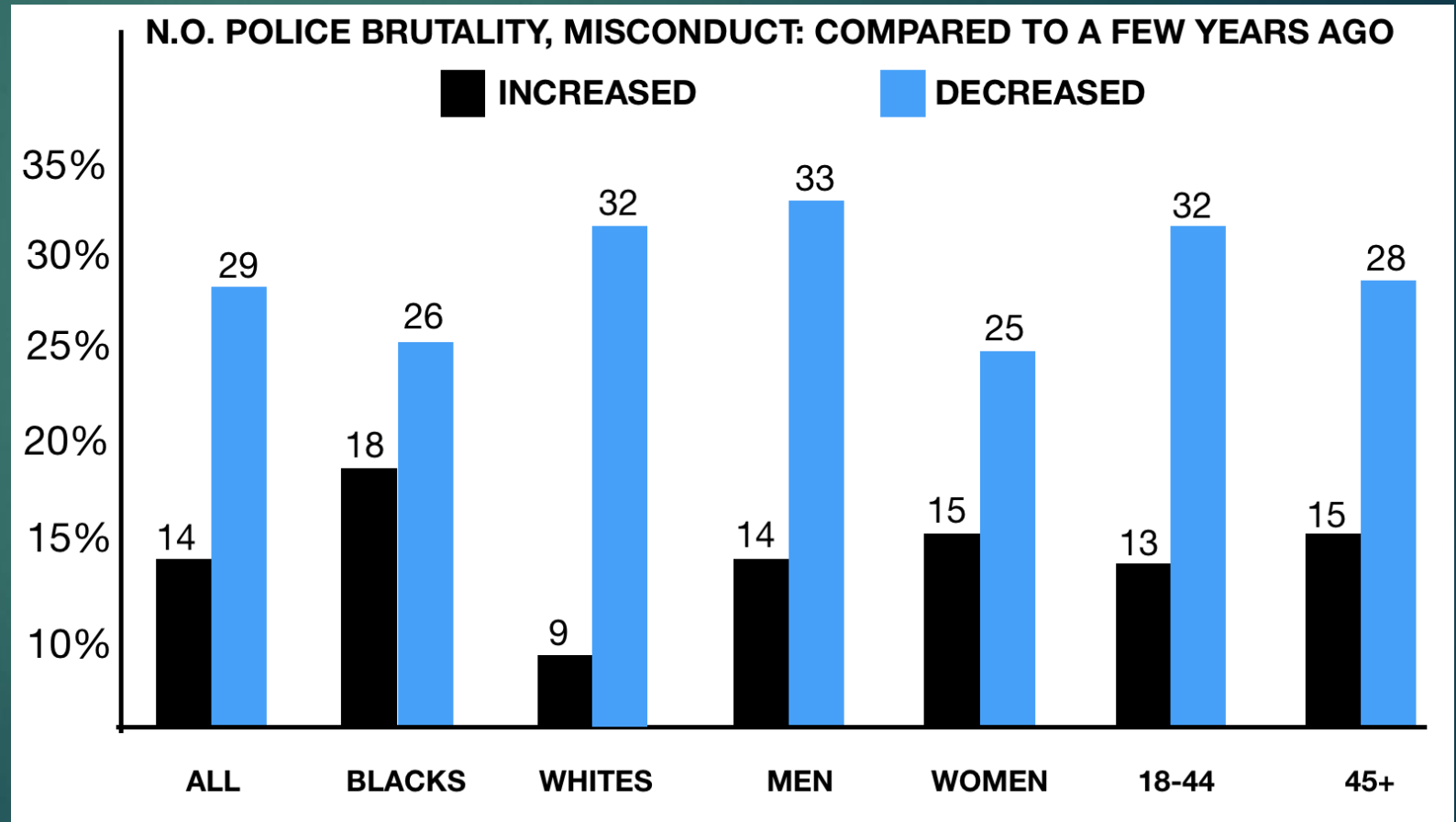
Police Brutality and Misconduct

Compared to a few years ago, do you think police brutality and misconduct has increased, decreased or remained the same in New Orleans?

- Increased: 14%
- Decreased: 29%
- About same: 47%
- Don't know: 10%

2020 vs. 2021

- Since the 2020 survey, those saying **“increased”** went down 2 points and those saying **“decreased”** went up 1 point.
- Those saying “about the same” went up 2 points



EPIC Awareness

The NOPD created a fellow officer intervention training program called EPIC—which stands for Ethical Policing is Courageous. Have you heard a lot, a little or nothing at all about this program?


Heard a lot	5%
Heard a little	9%
Heard nothing	86%



Of the 14% who say they have heard “a lot” or “a little” about the EPIC program, 56% of them say the program is “accomplishing its goal of helping to discourage police misconduct” and 24% say it is NOT accomplishing its goal. An additional 20% say they don’t know.

Contact with New Orleans Police Officer

Have you had contact with a New Orleans police officer in the past year -- yes or no?

- YES: 34% 
 - NO: 64%
- Of residents who had contact with a New Orleans police officer in the 2021 survey, 73% were satisfied with the way the police handled the situation. (This includes 42% who were “very satisfied,” 31% who were “somewhat satisfied” and 21% who were “not satisfied.”)
- 70% of Blacks and 78% of Whites were satisfied.
 - In the 2020 survey, 74% were satisfied with the way the police handled the situation, compared to 73% in 2021.

DEMOGRAPHICS: 29% of African Americans, 40% of Whites, 37% of men, 32% of women, 42% of those under 45, 32% of those 45+, 38% in Lakeview/Mid-City, 35% Uptown, 37% in Gentilly, 24% in New Orleans East and 36% in Algiers say they have had contact with a police officer.... 42% of citizens 18-44 and 32% of those 45 and older say they have had contact with an officer.

Crime Stoppers

If you had information about a felony crime, would you definitely call, probably call, probably NOT call or definitely NOT call Crime Stoppers to anonymously share what you knew so they could pass it on to law enforcement?

- Definitely call: 63%
 - Probably call: 23%
- TOTAL WOULD CALL: 86%**
- Probably not call: 6%
 - Definitely not call: 3%
- TOTAL WOULD CALL: 9%**

DEMOGRAPHICS: 59% of African Americans, 71% of Whites, 59% of men, 66% of women, 56% of those under 45 and 67% of those 45 and older would “definitely” call.

2020 vs. 2021

- Since the 2020 survey, the percentage of citizens saying they would “definitely call” Crime Stoppers went up from 55% to 63%.
- The percentage who said they would “probably call” slipped slightly, from 24% to 23%.



Perceptions of Crime and Safety

Perception Of City Safety

Generally speaking, how safe do you think the City of New Orleans is—very safe, fairly safe, not that safe or not safe at all?

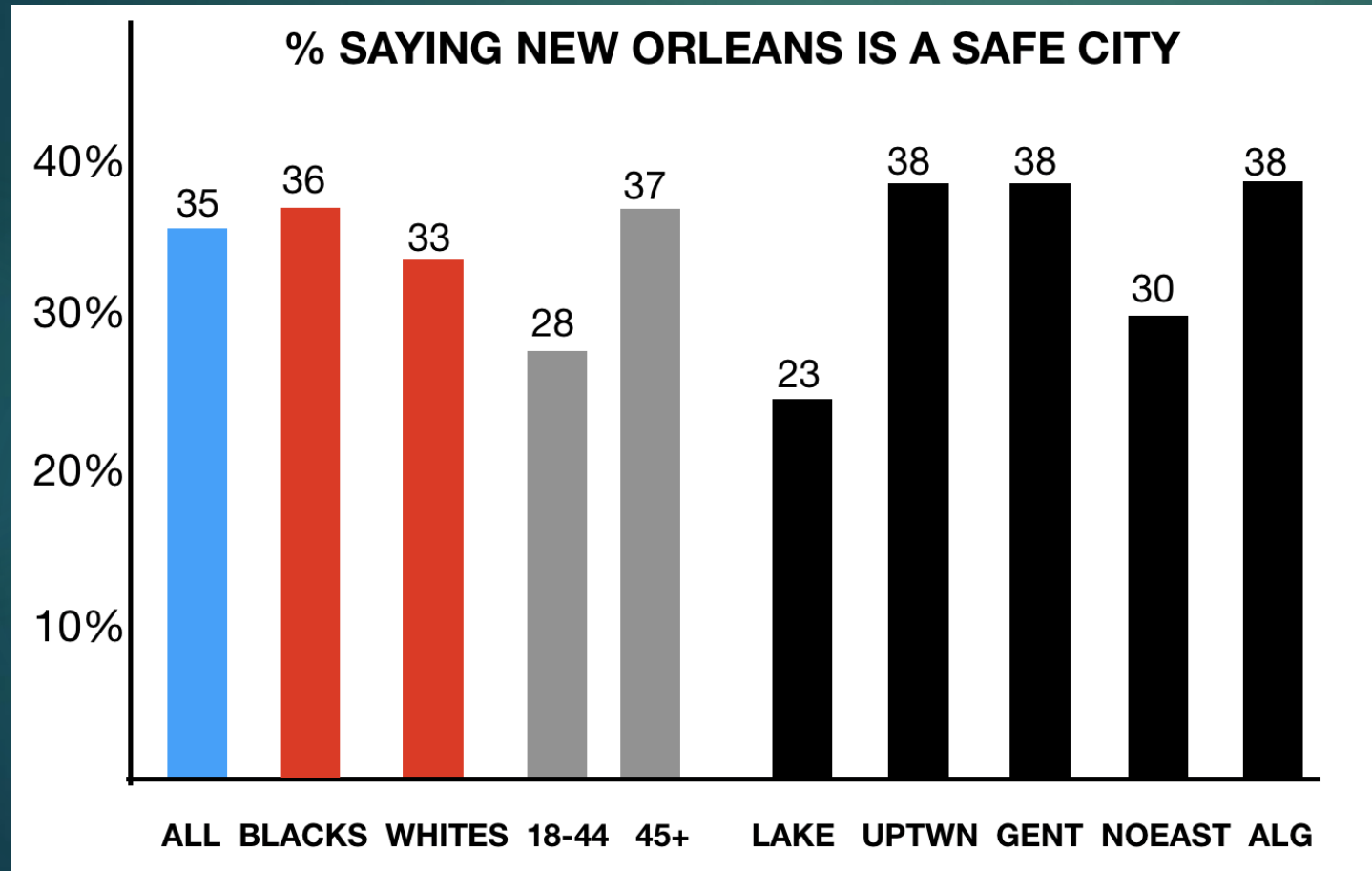
- Very safe: 2%
- Fairly safe: 33%
- TOTAL SAFE: 35%**
- Not that safe: 38%
- Not safe at all: 26%
- TOTAL NOT SAFE: 64%**
- Don't know: 1%

2020 vs. 2021

- The biggest shift since the 2020 survey is the dramatic drop in perception that New Orleans is safe.
- In the 2020 survey, 57% of residents said the city was safe. In the 2021 survey, only 35% say the same. That's a **22-point drop**.
- Those saying the city is “very safe” **dropped from 7% to 2%.**
- Those saying the city is “fairly safe” **dropped from 50% to 33%.**
- Those saying the city is “not that safe” increased from 28% to 38%.
- Those saying the city is “not safe at all” doubled from 13% to 26%.

Perception Of City Safety continued

Generally speaking, how safe do you think the City of New Orleans is—very safe, fairly safe, not that safe or not safe at all?



2020 vs. 2021

- Since the 2020 survey, the perception that the city is safe has **declined** by:
 - 22 points citywide
 - 23 points among Blacks
 - 20 points among Whites
 - 24 points in the Lakeview-Mid-City area
 - 19 points in the Uptown/Garden District area
 - 15 points in Gentilly/Lower 9 area
 - 33 points in N.O. East
 - 24 points in Algiers

Perceptions of Neighborhood Safety

Generally speaking, how safe do you think your own neighborhood is—very safe, fairly safe, not that safe or not safe at all?

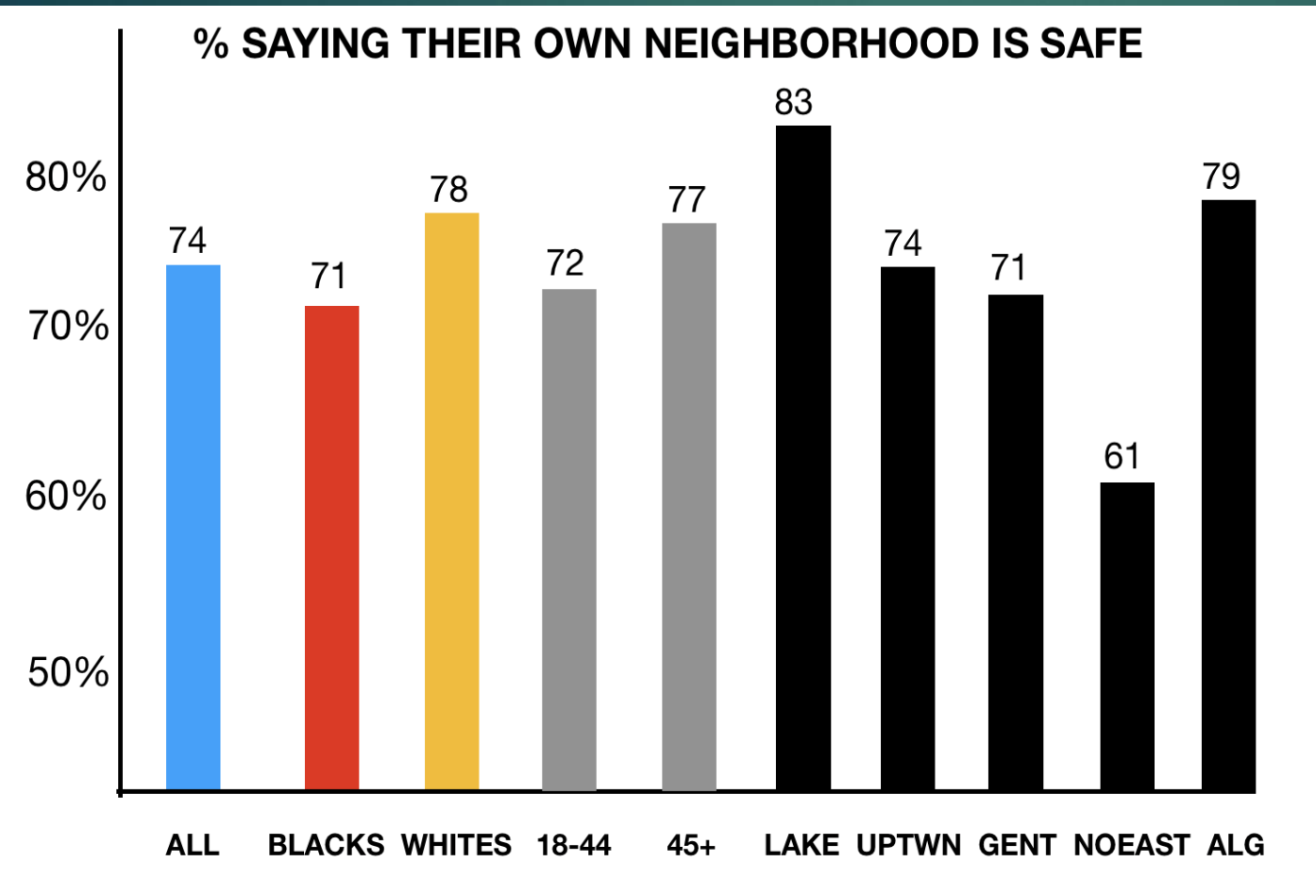
- Very safe: 24%
- Fairly safe: 50%
TOTAL SAFE: 74%
- Not that safe: 15%
- Not safe at all: 10%
TOTAL NOT SAFE: 25%
- Don't know: 1%

2020 vs. 2021

- Since the 2020 survey, the perception that “your own neighborhood” is safe has declined 7 points, from 81% to 74%.
- The perception that “your own neighborhood” is “very safe” fell 7 points (31% to 24%)
- The perception that “your own neighborhood” is “fairly safe” remained the same (50%).
- The perception that “your own neighborhood” is not safe increased 7 points from 18% to 25%.

Perceptions of Neighborhood Safety continued

Generally speaking, how safe do you think your own neighborhood is—very safe, fairly safe, not that safe or not safe at all?



2020 vs. 2021

- Since the 2020 survey, the perception that “your own neighborhood” is safe has **declined** by:
 - 8 points among Blacks
 - 8 points among Whites
 - 7 points in the Lakeview-Mid-City area
 - 1 point in the Uptown/Garden District area
 - 6 points in Gentilly/Lower 9 area
 - 18 points in N.O. East
 - 8 points in Algiers

Crime Problem: Better or Worse?

Over the last year, would you say the crime problem in New Orleans has gotten worse, gotten better OR is the same?

Gotten worse	74%
Gotten better	3%
The same	21%

Crime problem

- Nearly three-fourths of New Orleans residents say the crime problem has gotten worse over the last year.
- This data provides an explanation as to why residents who say the city is not safe increased substantially, from 41% in 2020 to 64% in 2021.
- Of those who say the crime problem has gotten worse:
 - 10% say they are “very satisfied” with the NOPD
 - 40% say they are “somewhat satisfied” with the NOPD
 - 39% say they are unsatisfied with the NOPD
 - 9% are neither satisfied nor unsatisfied
- This is the first time this question has been asked, so there is no trend line data.



Analysis of NOPD Satisfaction and Public Perceptions of Safety

City Safety and NOPD Satisfaction

24% of the citizens who say the city is NOT safe also say they're satisfied with the NOPD.

- At the end of the survey, interviewers randomly selected 20 respondents who previously said they were SATISFIED with the NOPD and also that the city is NOT safe. These respondents were asked how they reconcile these points of view. Here is a summary of the open-ended responses:
 - There was a general feeling among this group of survey respondents that the NOPD isn't "at fault" for "rising crime" or "unsafe conditions." They said the department "tries to do its best" under "very difficult conditions," but that it doesn't have the manpower, funding, training or equipment needed to make the city safe.
 - There was also a viewpoint expressed that many officers are afraid to "make arrests," "do their jobs anymore" and fear being sued or fired.
 - Some respondents said poverty, lack of job skills and a breakdown of the family unit are at fault for high crime rates, and that the police department can't do much about that.
 - Less police brutality and corruption were mentioned as reasons to be "satisfied" with the NOPD. The federal consent decree was also credited with "forcing the police department to clean up its act."
 - It was pointed out that the NOPD is not the "only responsible party" for making the city safe; respondents also mentioned that the mayor, DA, judges and schools bear some responsibility.