

NEW ORLEANS CRIME COALITION

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New Orleans Crime Coalition Releases Annual NOPD Citizen Perception Study

Overall satisfaction with the New Orleans Police Department falls to 33 percent citywide survey finds, but shows heavy majority support proposals for added resources and technology

(New Orleans, LA, June 16, 2022) – Citizen satisfaction with the New Orleans Police Department (NOPD) fell to its lowest point since 2009 according to this year’s annual NOPD Citizen Perception survey conducted by the New Orleans Crime Coalition (NOCC). Despite the big drop in satisfaction ratings, results show heavy majorities of residents support more resources and tools for the NOPD and its police officers to reduce crime in the city.

The survey, conducted by Faucheux Strategies, LLC from June 1-6, 2022, is 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 of +/- 3 percent.

KEY FINDINGS:

- **Public satisfaction with the NOPD dropped to its lowest point since 2009.** (pg. 8)
 - Since last year’s survey, satisfaction with the NOPD fell 19 points to 33 percent; black residents (33%) and white residents (34%) expressed similar views.
 - Total “unsatisfied” increased 18 points, from 35% to 53%.
 - Neighborhood satisfaction with the NOPD remains above 50 percent, but it has dropped 12 points since 2021, 15 points since 2020 and 19 points since 2016.
 - 37 percent of residents say they are “unsatisfied” with the NOPD’s work in their own neighborhood, an 11-point increase since 2021.
 - As seen in 2021, there is a clear generational divide with only 23 percent of residents 18-44 years of age stating that they are satisfied with the NOPD compared to 38 percent of those 45 years and older.

- **Majorities say city is not safe.** (pg. 21)
 - Only 25 percent of survey respondents say that citywide, New Orleans is safe. That percentage represents a 10 point drop since 2021.
 - The sentiment among Black (75%) and White (74%) residents who feel the city is not safe is near identical.
 - Those saying the city is not safe increased 11 points from 64% to 75%.
 - Perception that “your own neighborhood” is safe remains high at 70 percent although that figure has gradually declined over the past two years from 74% in 2021 and 81 % in 2020.

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- The perception that “your own neighborhood” is not safe increased three points from 25% to 28%.
 - The perception that the crime problem has gotten worse than it was the previous year has increased 10-points from 74% to 84%.
- **Positive ratings (excellent + good) for the NOPD have dropped in all categories since last year’s survey.** (pg. 16)
 - On handling seven specific law enforcement tasks, only 7% to 26% of residents rate the NOPD performance as excellent or good while 68% to 88% rate the department poor or only fair.
 - NOPD Task Performance Ratings (excellent + good):
 - “Investigating and solving murders and violent crimes” dropped 10 points from 26% to 16%.
 - “Investigating and solving car jackings, thefts and break-ins” dropped two points from 11% to 9% (*this question was worded slightly differently in 2021*).
 - “Patrolling neighborhoods” dropped 8 points from 20% to 12%.
 - “Responding quickly to emergency calls” dropped eight points from 25% to 17%.
- **A strong majority of residents support eight proposals to reduce crime in the city.** (pg. 25)
 - The demographic difference of support between Black and White residents is negligible.
 - 92% of survey respondents support improving the NOPD’s capacity to better investigate and solve crimes.
 - 91% support increasing police pay to recruit new officers and keep experienced ones in New Orleans.
 - 90% of survey respondents support increasing the number of social and counseling programs as a way to reduce crime.
 - 87% support increasing NOPD manpower to better patrol neighborhoods.
 - 71% support increasing the police department’s legal use of camera technology to solve crimes.
 - 70% of survey respondents support allowing the NOPD to track the make and size of cars used by crime suspects.
 - 69% support increasing the police department’s use of computer analytics and other technologies to solve crimes.
 - 60% of survey respondents support allowing the NOPD to help identify crime suspects with facial recognition technology.
 - Black residents more than Whites are supportive of using technologies such as camera, computer analytics and facial recognition to solve and address crime (pg. 26).

“While residents are deeply troubled by the level in crime in the city and are less satisfied with the NOPD than they have been in years, they are not anti-police,” said Loyola University’s Dr. Michael Cowan, chairman of the Crime Coalition. “In fact, a considerable majority of residents want more resources invested in law enforcement, including better pay for officers, increased legal use of crime solving technologies and tools, strengthened investigations and more manpower to patrol neighborhoods.”

Cowan said: “We’re at a crossroads. To turn the corner and effectively stop violent crime and protect the public, the city must take specific actions and increase the NOPD’s budget for officer retention and recruitment and enhance crime-fighting technologies.”

THE REPORT

Since 2009, NOCC has conducted an independent analysis of citizens’ perceptions of the NOPD with the strong conviction that a regular public spotlight on how citizens perceive the police department will help identify areas of concern, inspire positive changes within NOPD, build trust between citizens and the department, and ultimately make New Orleans streets safer.

Funding for this year’s survey has again been generously underwritten by The Greater New Orleans Foundation, GNO, Inc., and Business Council of New Orleans and the River Region.

Interviews were conducted by live, professionally trained telephone interviewers under the direction of Ron Faucheux, Ph.D., CEO of Faucheux Strategies, an independent and nonpartisan survey firm based in New Orleans and Washington, D.C. Faucheux Strategies works for neither New Orleans city government nor the NOPD.

To download NOCC’s 2021 NOPD Citizen Satisfaction Survey analysis, visit www.neworleanscrimecoalition.org.

About the New Orleans Crime Coalition

Since its founding in 2007, the organizations of the NOCC have communicated and coordinated in obtaining additional federal funding for local criminal justice agencies; 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.

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, Young Leadership Council, Bridge House, New Orleans & Company, Youth Empowerment Project and the New Orleans Family Justice Center.

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