

NEW ORLEANS CRIME COALITION

ANNUAL NOPD CITIZENS
SATISFACTION SURVEY 2022



CONTENTS

■ Survey methodology	3
■ Overview	4
■ Key survey takeaways	5
■ NOPD satisfaction	8
■ Rating NOPD task performance/standards	16
■ Perception of crime problem and city safety	19
■ Brutality and misconduct	24
■ Proposals to reduce crime	25
■ Contact with police officers	27
■ Crime Stoppers	28
■ EPIC	29

SURVEY METHODOLOGY

- Survey was conducted June 1-6, 2022 under the direction of Ronald A. Fauchaux, Ph.D., CEO of Fauchaux 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 (78%) and landlines (22%).
- Margin of error for full sample: +/- 3%
- Racial composition of sample: 59% African American, 33% white, 8% 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

OVERVIEW

- Public satisfaction with the NOPD is at the lowest point since 2009 (33%). It has dropped 19 points since 2021, 24 points since 2020 and 31 points since 2016.
- On handling seven specific law enforcement tasks, only 7% to 26% of residents rate the NOPD excellent or good while 68% to 88% rate the department poor or only fair.
- Neighborhood satisfaction with the NOPD remains above 50%, but it has dropped 12 points since 2021, 15 points since 2020 and 19 points since 2016.
- Heavy majorities of residents (between 60% and 92%) favor eight specific proposals to reduce crime.
- 24% of residents say police brutality and misconduct have decreased in recent years, while 16% say it's increased. However, most residents (53%) believe it remains the same.
- 84% believe the crime problem has worsened over the past year and only one-fourth of city residents now think the city is safe. However, seven-out-of-ten city residents believe their own neighborhoods are safe.

KEY SURVEY TAKEAWAYS

Since last year's survey:

- **Satisfaction with NOPD** has fallen 19 points from 52% to 33%. Public satisfaction with the police department is now at the lowest point since 2009. It has dropped 17 points among Blacks and 22 points among Whites.
- **Neighborhood satisfaction with NOPD** has fallen 12 points from 63% to 51%.
- The percentage saying the **NOPD is doing a better job** that it was doing a few years ago has dropped 10 points from 22% to 12%.
- The perception that the **crime problem has gotten worse** than it was the previous year has increased 10 points from 74% to 84%.
- The perception that the **city is safe** has fallen 10 points from 35% to 25%.
- The brightest spot in the survey is the perception that most residents' regard their own **neighborhoods as safe**, although that perception has slipped 4 points since the 2021 survey, from 74% to 70%.
- 16% of residents believe **police brutality and misconduct** has increased over the last few years, while 24% believe it's decreased and 53% say it's the same.

KEY SURVEY TAKEAWAYS CONTINUED

Positive ratings (excellent + good) for the NOPD have dropped in all categories since last year's survey (2021 vs. 2022):

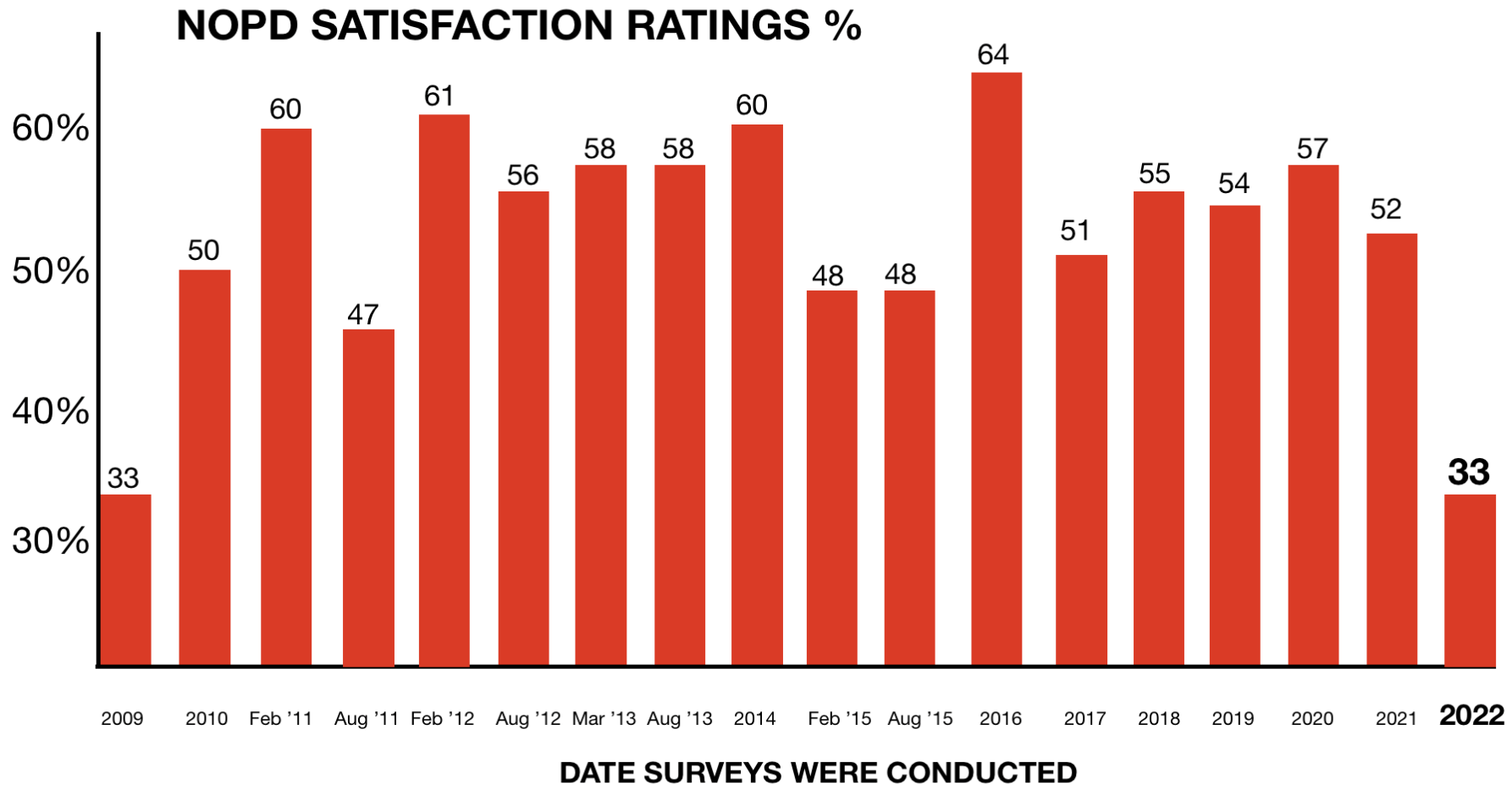
- “Investigating and solving murders and violent crimes” dropped 10 points from 26% to 16%.
- “Investigating and solving car jackings, thefts and break-ins” dropped 2 points from 11% to 9% *(this question was worded slightly differently in 2021)*.
- “Investigating and solving burglaries and property crime” dropped 5 points from 13% to 8%.
- “Investigating and solving major drug crimes” dropped 5 points from 17% to 12%.
- “Patrolling neighborhoods” dropped 8 points from 20% to 12%.
- “Responding quickly to emergency calls” dropped 8 points from 25% to 17%.
- “Working with neighborhood and community groups to reduce crime” dropped 10 points from 32 to 22%.
- “Using appropriate force when apprehending suspects” dropped 10 points from to 36% to 26%.

KEY SURVEY TAKEAWAYS CONTINUED

Other issues:

- 34% of city residents say they have **had contact with a New Orleans police officer** over the past year (same as 2021); 65% say they were satisfied with the way the police handled the situation (down 8 points from 2021).
- 84% of city residents say they would “definitely” or “probably” call **Crime Stoppers** about a felony crime if they could share information anonymously to law enforcement. That’s down 2 points from last year’s survey.
 - 59% say they would “definitely” call Crime Stoppers and 25% say they would “probably” call Crime Stoppers.

OVERALL SATISFACTION WITH NOPD: 2009-2022



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?

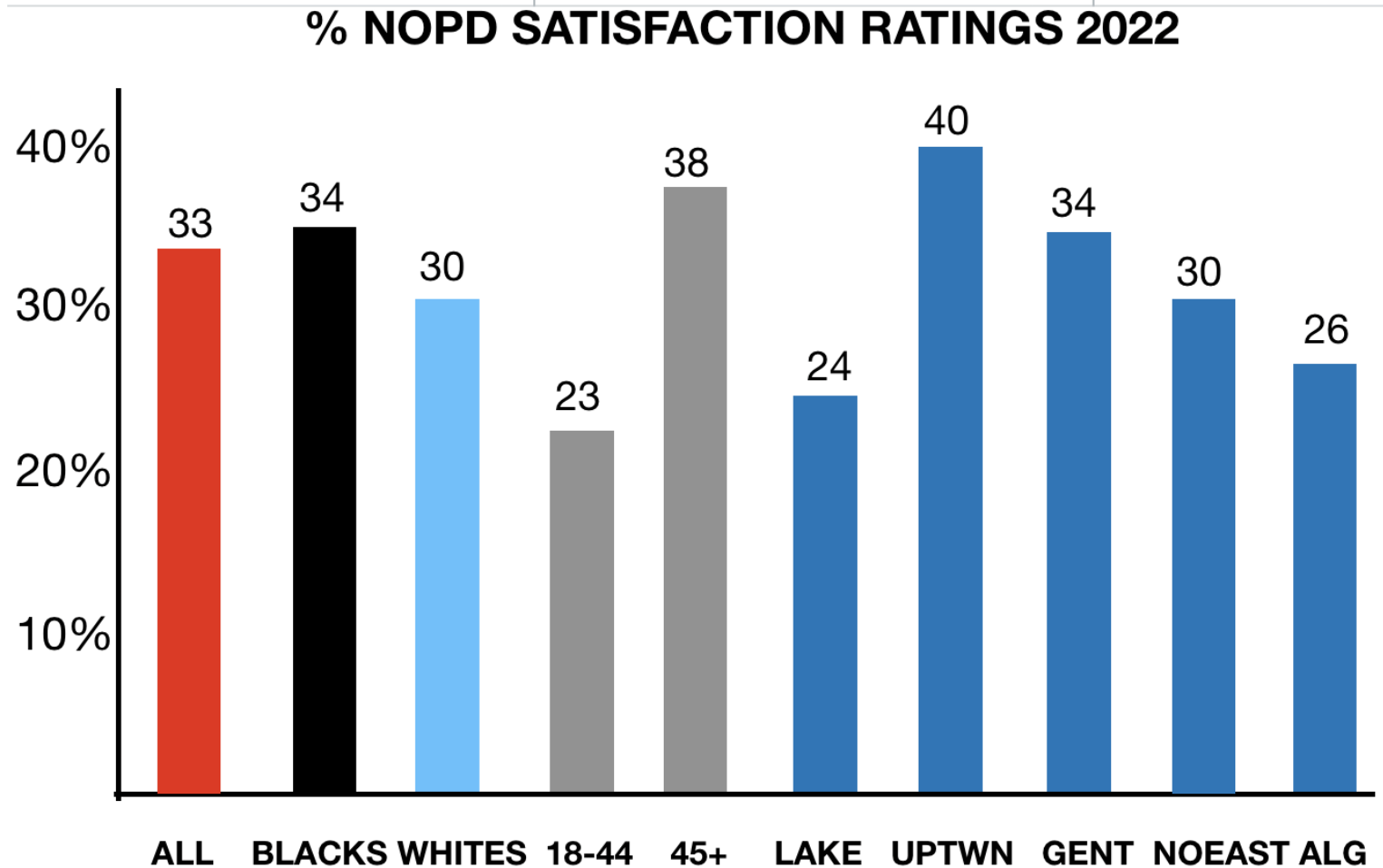
- Very satisfied: 6%
- Somewhat satisfied: 27%
- **TOTAL SATISFIED: 33%**
- Somewhat unsatisfied: 22%
- Very unsatisfied: 31%
- **TOTAL UNSATISFIED: 53%**
- Neither satisfied/unsatisfied/Unsure: 12%

2021 vs. 2022

- Since the 2021 survey, overall satisfaction with the NOPD dropped 19 points, from 52% to 33%—the lowest it's been since 2009. Total “unsatisfied” went up 18 points, from 35% to 53%.

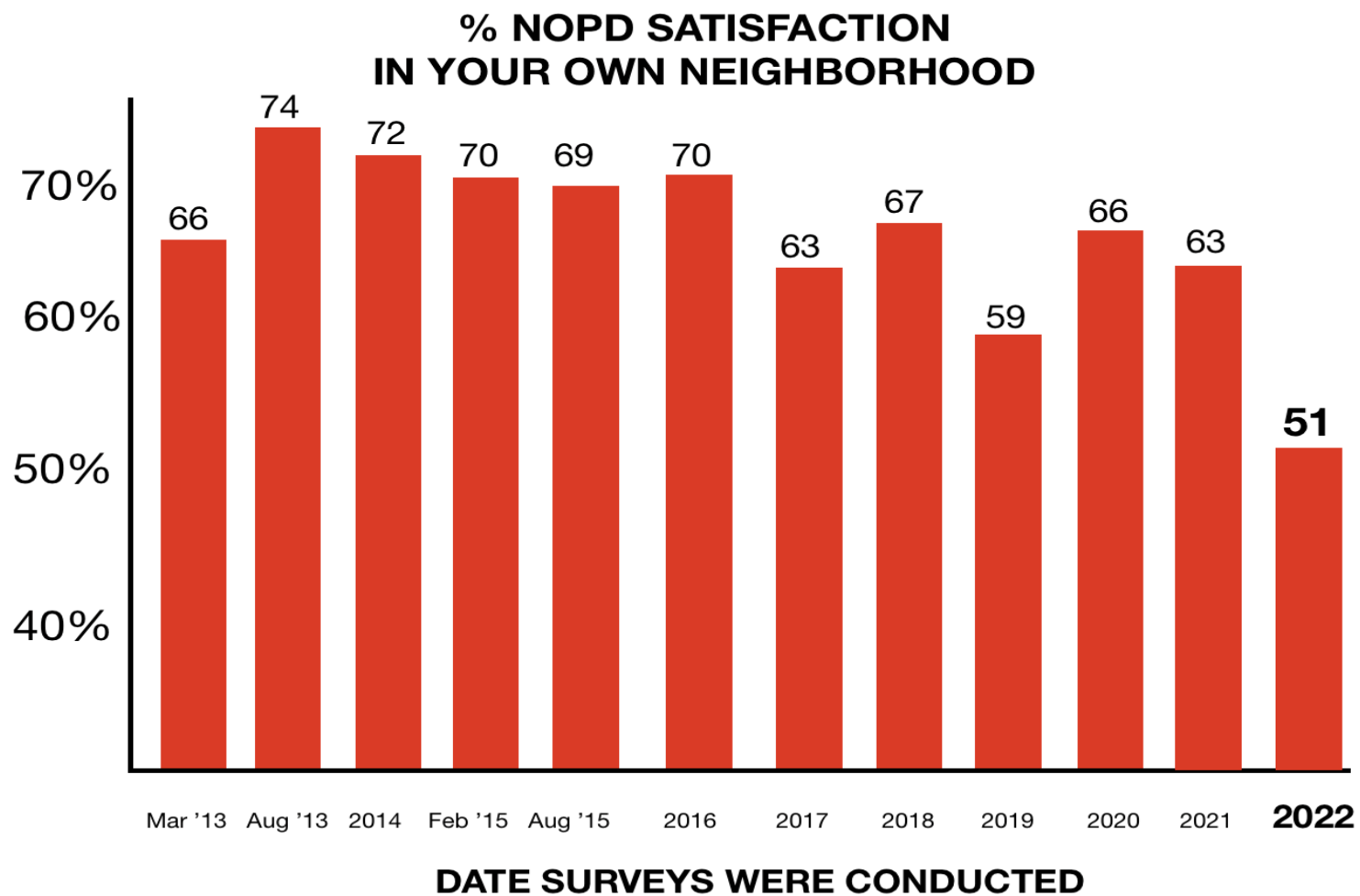
NOPD SATISFACTION CONTINUED

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 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 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: 16%
- Somewhat satisfied: 35%

TOTAL SATISFIED: 51%

- Somewhat unsatisfied: 15%
- Very unsatisfied: 22%

TOTAL UNSATISFIED: 37%

- Neither satisfied nor unsatisfied: 12%

2021 vs. 2022

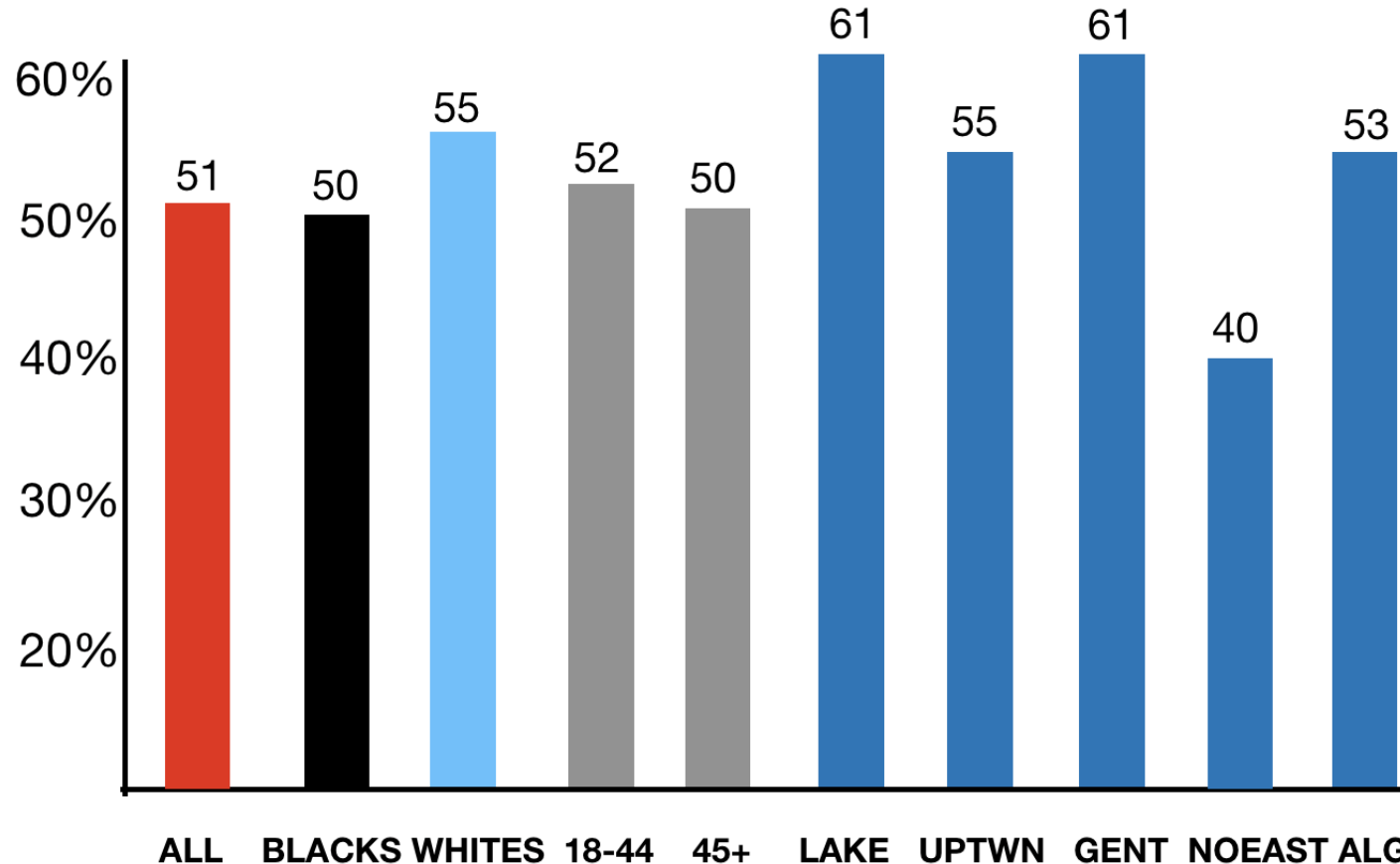
- Since the 2021 survey, neighborhood satisfaction with the NOPD dropped 12 points, from 63% to 51%. Total "unsatisfied" went up by 11 points, from 26% to 37%.

See demographics on next page

NOPD SATISFACTION IN 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 NEIGHBORHOOD SATISFACTION RATINGS 2022



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: 12%
- Worse job: 41%
- About the same: 45%

Demographics: Those who say the NOPD is doing a better job—

- 13% of Blacks, 10% of Whites
- 16% of men, 9% of women
- 17% of those 18-44 years old, 9% of those 45 years old and older
- 22% of Lakeview, 8% of Uptown, 14% of Gentilly, 5% of New Orleans East and 16% of Algiers

2021 vs. 2022

- Those saying the NOPD is doing a **better** job declined 10 points, from 22% to 12%.
- Those saying the NOPD is doing a **worse** job went up 19 points, from 22% to 41%.
- Those saying the NOPD is doing **about the same** job went down 9 points, from 54% to 45%.

NOPD COMPARED TO A FEW YEARS AGO CONTINUED

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	9%	33%	53%
Internal culture	17%	30%	40%

Demographics:

- 11% of Whites and 8% of Blacks say **competence and effectiveness** of the NOPD has improved; 30% of Whites and 35% of Blacks say competence and effectiveness of the NOPD has gotten worse.
- 24% of Whites and 13% of Blacks say the **internal culture** of the NOPD has improved; 23% of Whites and 34% of Blacks say the internal culture of the NOPD has gotten worse

2021 vs. 2022

- 9% say the competence and effectiveness of the NOPD has improved in the past few years; that compares to 19% in 2021.
- 17% say the internal culture of the NOPD has improved in the past few years; that compares to 22% in 2021.

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?

TASK	Excellent	Good	Only Fair	Poor
Investigating and solving murders and violent crimes.	3%	13%	34%	42%
Investigating and solving car jackings, thefts and break-ins	2%	7%	18%	70%
Investigating and solving burglaries and property crime	1%	6%	23%	61%
Investigating and solving major drug crimes	2%	9%	27%	45%
Patrolling neighborhoods	3%	9%	23%	61%
Responding quickly to emergency calls	3%	14%	24%	53%
Working with neighborhood/community groups to reduce crime	5%	17%	28%	40%

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	5%	23%	36%	29%
Doing their jobs with honesty and integrity	4%	24%	37%	29%
Using appropriate force when apprehending suspects	5%	21%	32%	27%

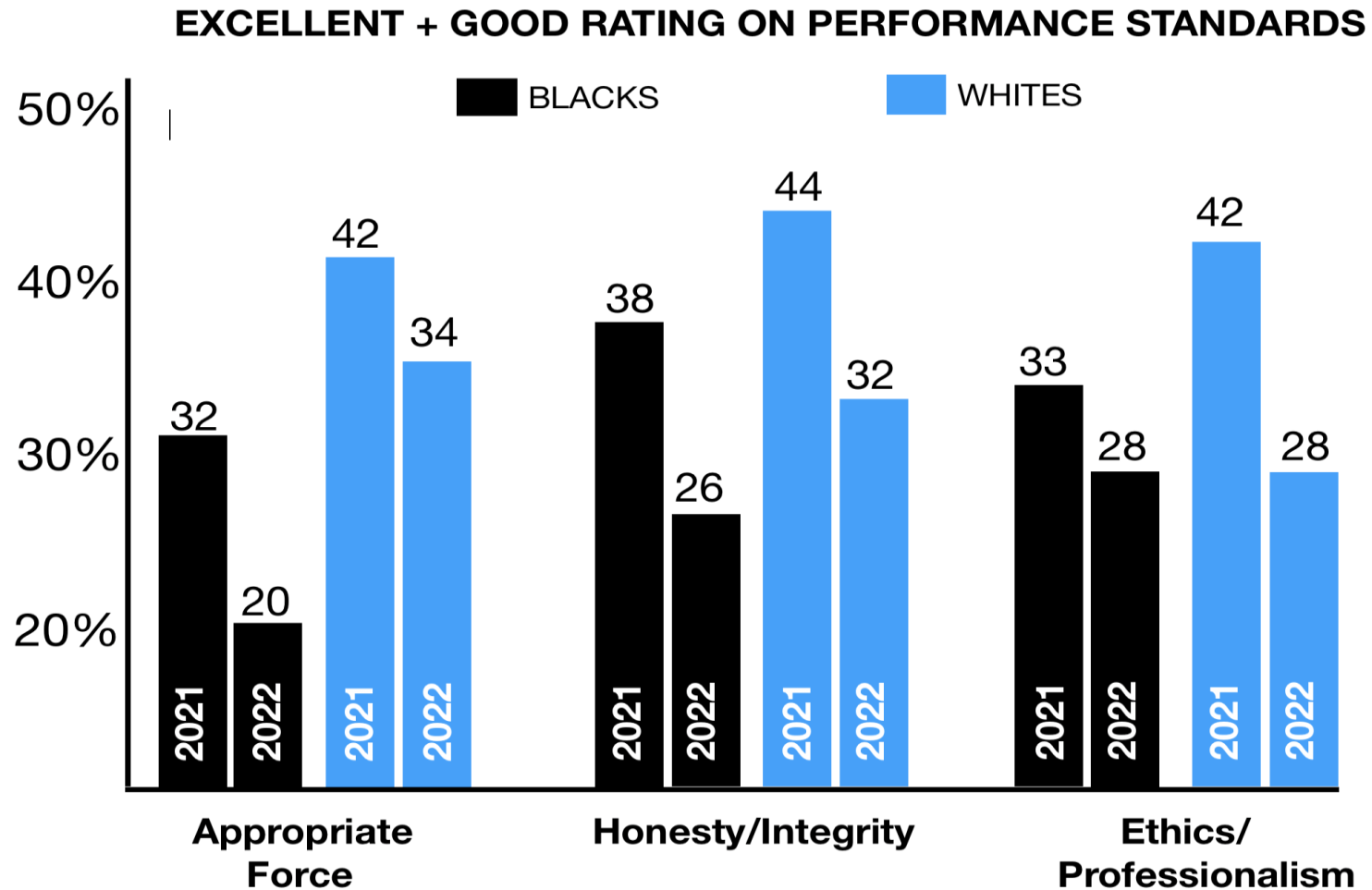
2021 vs. 2022

- Positive ratings (excellent + good) for NOPD **ethics and professionalism** declined 8 points, from 36% to 28%.
- Positive ratings (excellent + good) for NOPD **honesty and integrity** declined 12 points, from 40% to 28%.
- Positive ratings (excellent + good) for NOPD **using appropriate force** declined 10 points, 36% from to 26%.

See demographics on next page

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?



PERCEPTION OF CRIME PROBLEM OVER LAST YEAR

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

- Crime has gotten worse: 84%
- Crime has gotten better: 1%
- The same: 15%

Demographics: 81% of Whites, 87% of Blacks, 82% of men, 87% of women, 80% of 18-44-years-olds and 87% of those 45 and older say the crime problem has gotten worse.

2021 vs. 2022

- New Orleans residents overwhelmingly believe the crime problem has gotten worse over the last year (84%). Only 1% believe the problem has gotten better and 13% say it's the same.
- The 2022 numbers come on top of the 2021 survey results which showed 74% of residents saying the crime problem had gotten worse over the previous year.

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: 1%
- Fairly safe: 24%
- **TOTAL SAFE: 25%**
- Not that safe: 35%
- Not safe at all: 40%
- **TOTAL NOT SAFE: 75%**

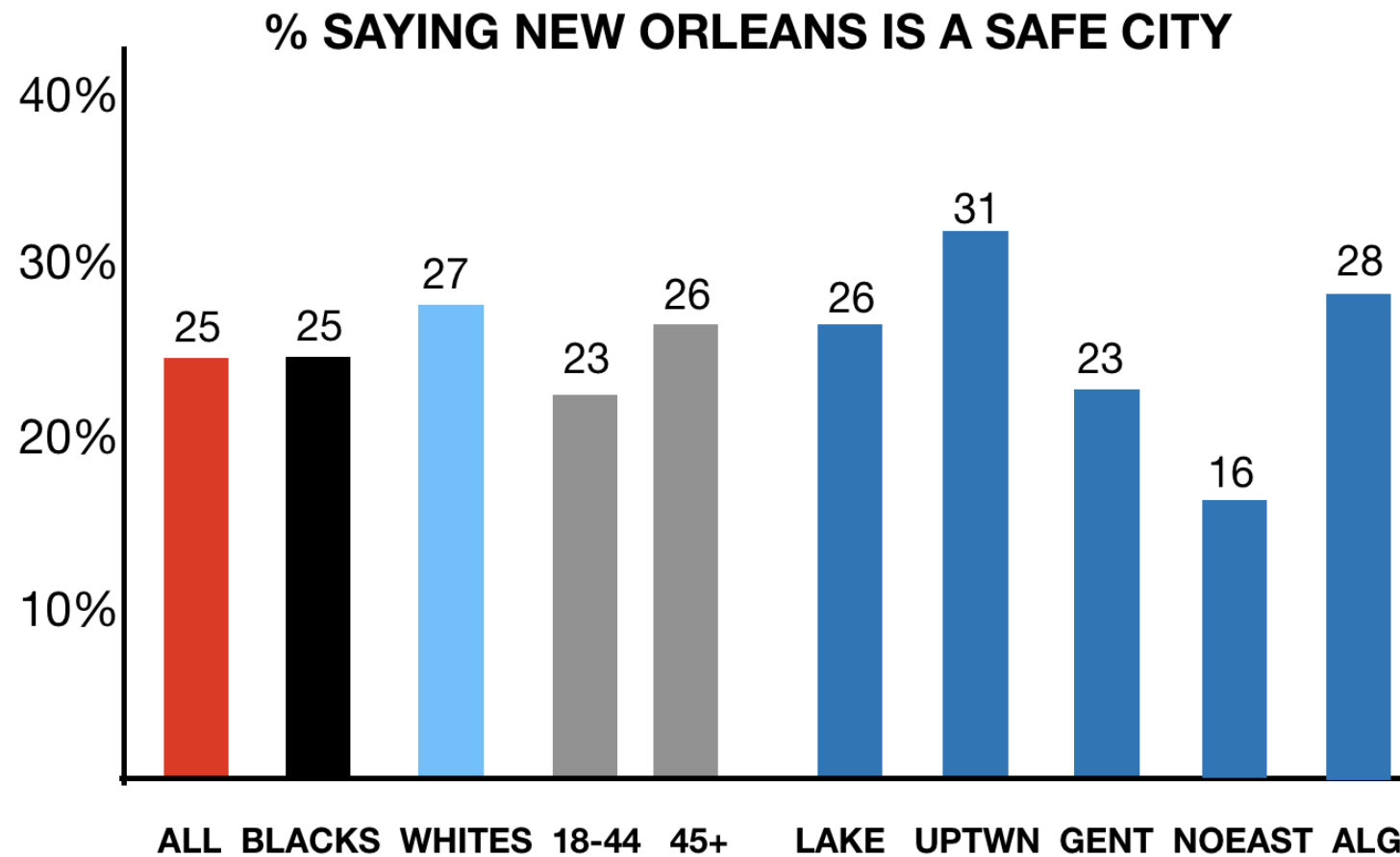
2021 vs. 2022

- In the 2021 survey, 35% of residents said the city was safe. In the 2022 survey, only 25% say the same. That's a 10-point drop.
- Those saying the city is not safe went up 11 points from 64% to 75%.

See demographics on next page

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?



PERCEPTIONS OF OWN 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: 16%
- Fairly safe: 54%
- **TOTAL SAFE: 70%**
- Not that safe: 15%
- Not safe at all: 13%
- **TOTAL NOT SAFE: 28%**

2021 vs. 2022

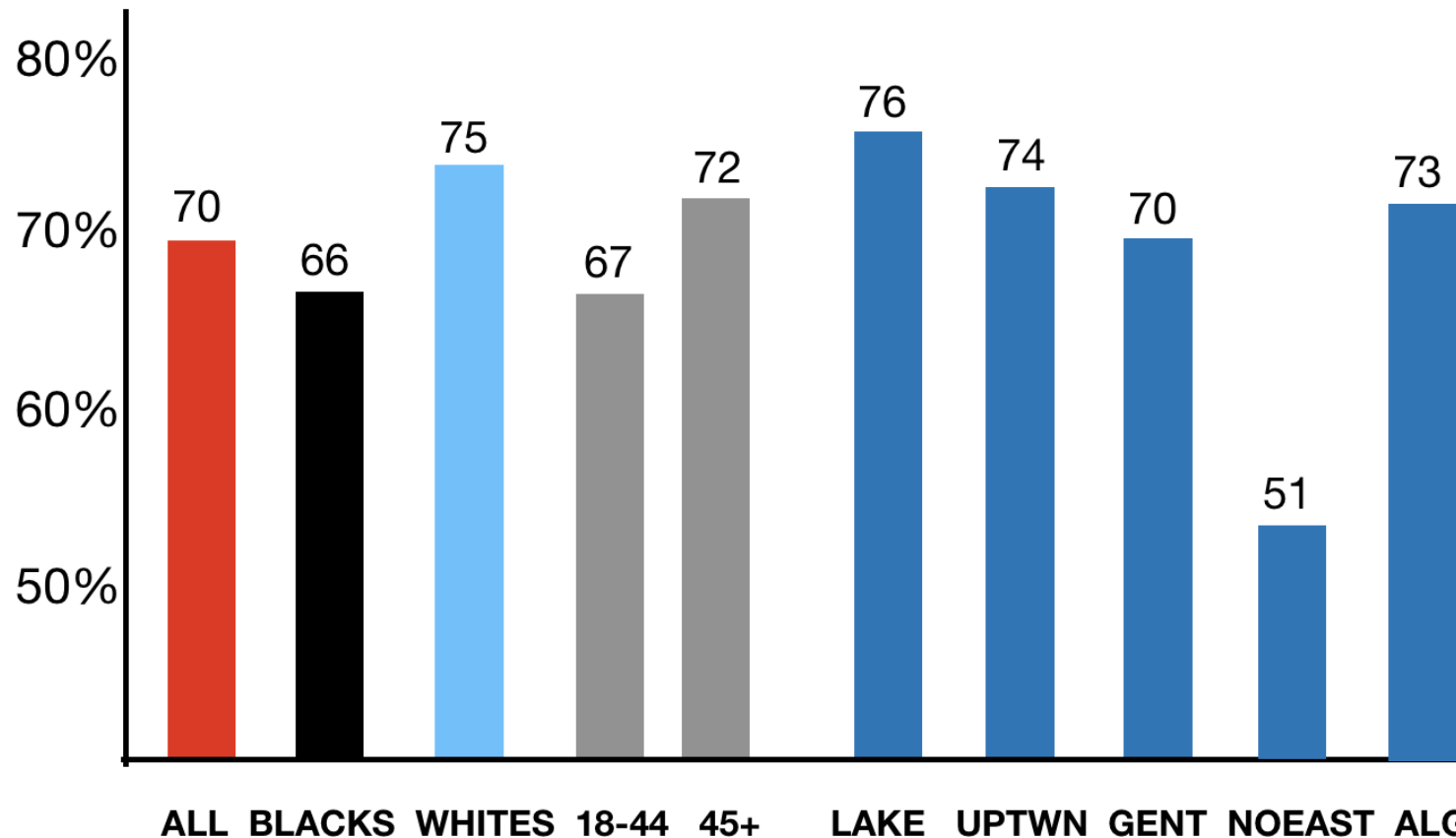
- Since the 2021 survey, the perception that your own neighborhood is safe has declined 4 points, from 74% to 70%. The perception that your own neighborhood is “very safe” fell 8 points (24% to 16%).
- The perception that “your own neighborhood” is not safe increased 3 points from 25% to 28%.

See demographics on next page

PERCEPTIONS OF OWN 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?

% SAYING THEY THEIR OWN NEIGHBORHOOD IS SAFE



POLICE BRUTALITY, MISCONDUCT

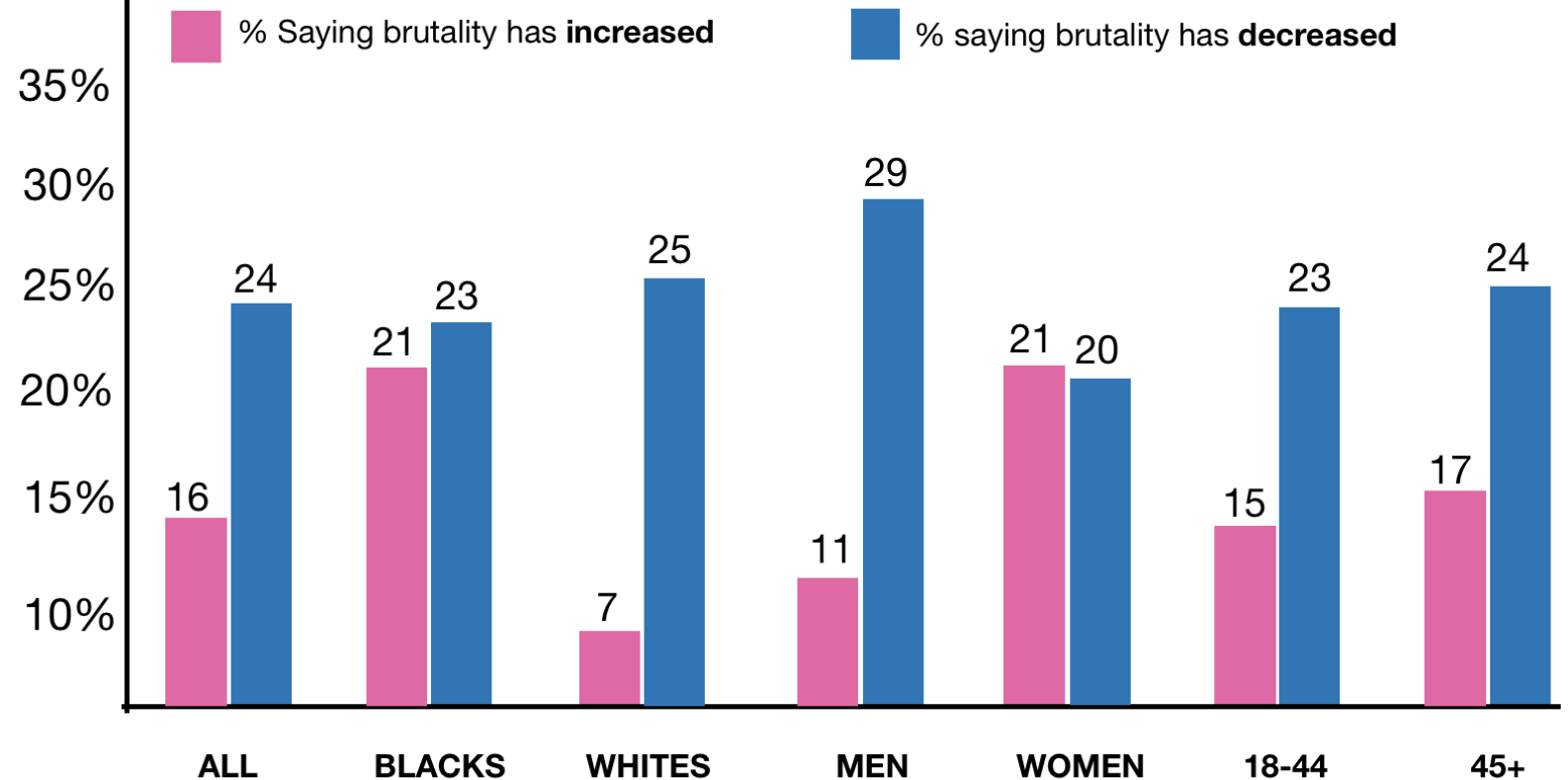
Compared to a few years ago, do you think police brutality and misconduct has increased, decreased or remained the same in New Orleans?

- Increased: 16%
- Decreased: 24%
- About same: 53%
- Don't know: 7%

2021 vs. 2022

Since the 2021 survey, those saying brutality and misconduct **increased** went up 2 points (14% to 16%) and those saying it **decreased** went down 5 points (29% to 24%).

N.O. POLICE BRUTALITY, MISCONDUCT: COMPARED TO A FEW YEARS AGO



PROPOSALS TO REDUCE CRIME

We will now read to you a series of proposals some people have made to reduce crime in the city... Please tell me whether you would strongly support, somewhat support, somewhat oppose, or strongly oppose each one...

	STRONGLY SUPPORT	SOMEWHAT SUPPORT	TOTAL SUPPORT
• Improve the NOPD's capacity to better investigate and solve crimes	79%	13%	92%
• Further increase police pay to recruit new officers and keep experienced ones in New Orleans	74%	17%	91%
• Increase the number of social and counseling programs as a way to reduce crime	74%	16%	90%
• Increase NOPD manpower to better patrol neighborhoods	75%	12%	87%
• Increase the police department's legal use of camera technology to solve crimes	60%	11%	71%
• Allow the NOPD to track the make and size of cars used by crime suspects	58%	12%	70%
• Increase the police department's use of computer analytics and other technologies to solve crimes	57%	12%	69%
• Allow the NOPD to help identify crime suspects with facial recognition technology	49%	11%	60%

PROPOSALS TO REDUCE CRIME: BY RACE

We will now read to you a series of proposals some people have made to reduce crime in the city... Please tell me whether you would strongly support, somewhat support, somewhat oppose, or strongly oppose each one...


DEMOGRAPHICS OVERVIEW BY RACE TOTAL SUPPORT

	BLACKS	WHITES
--	--------	--------

• Improve the NOPD's capacity to better investigate and solve crimes	91%	93%
• Further increase police pay to recruit new officers and keep experienced ones		
• in New Orleans	90%	93%
• Increase the number of social and counseling programs as a way to reduce crime	92%	88%
• Increase NOPD manpower to better patrol neighborhoods	86%	88%
• Increase the police department's legal use of camera technology to solve crimes	76%	67%
• Allow the NOPD to track the make and size of cars used by crime suspects	72%	68%
• Increase the police department's use of computer analytics and other technologies		
• to solve crimes	70%	67%
• Allow the NOPD to help identify crime suspects with facial recognition technology	65%	54%

CONTACT WITH NOPD OFFICER

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

- Yes: 34%
 - No: 65%
- 
- Of the 34% of residents who say they had contact with a New Orleans police officer in the 2022 survey, 65% were satisfied with the way the police handled the situation (that's down 8 points from 2021).
 - 57% of Blacks and 78% of Whites were satisfied with their police contact. Satisfaction among Blacks fell 13 points since 2021, while Whites remained the same.

Demographics: 27% of Blacks, 43% of Whites, 34% of men, 33% of women, 40% of those under 45, 30% of those 45+, 38% in Lakeview/Mid-City, 32% Uptown, 36% in Gentilly, 29% in New Orleans East and 35% in Algiers have had contact with a police officer. There were only minor changes since 2021 on the demographics of this question.

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 Crime Stoppers: 59%
- Probably call Crime Stoppers: 25%
- TOTAL WOULD CALL: 84%**
- Probably not call Crime Stoppers : 6%
- Definitely not call Crime Stoppers : 6%
- TOTAL WOULD NOT CALL: 12%**

Demographics: 57% of Blacks, 61% of Whites, 58% of men, 59% of women, 51% of those under 45 and 63% of those 45 and older say they would “definitely” call.

2021 vs. 2022

- Since the 2021 survey, those who would “definitely call” Crime Stoppers went down 4 points, from 63% to 59%.
- Those who would “probably call” Crime Stoppers went up 2 points from 23% to 25%.

EPIC (ETHICAL POLICING IS COURAGEOUS)

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: 1%
- Heard a little: 9%
- **TOTAL AWARENESS: 10%**
- Heard nothing: 89%

[ASKED OF THOSE WHO ARE AWARE OF EPIC] Do you think the EPIC program is accomplishing its goal of helping to discourage police misconduct—yes or no?

- Yes: 49%
- No: 27%
- Don't know: 25%

2021 vs. 2022

- Since the 2021 survey, the total awareness of EPIC went down from 14% to 10%.
- Those who say EPIC is accomplishing its goal went down from 56% to 49%.