

Conducted for the

New Orleans Crime Coalition

Annual NOPD Citizens
Satisfaction Survey 2023



Survey information

- Survey was conducted May 30-June 6, 2023 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 and older) in the City of New Orleans.
- Interviews conducted by live, professionally trained telephone interviewers via cell phones (83%) and landlines (17%).
- Margin of error for full sample: +/- 3.46%.
- Because of rounding, some of the data columns do not add up to 100%.
- Racial composition of sample: 58% African American, 35% white, 7% other. Sample targets and weights based on census data.

Overview of key findings

NOPD SATISFACTION: The New Orleans Police Department's satisfaction rating among city residents has dropped to its lowest level (31%) since the NOCC began surveying this metric 14 years ago. The June 2022 survey had the NOPD's satisfaction rating at 33%.

- From 2012 to 2014, and from 2016 to 2021, majorities of New Orleans residents expressed satisfaction with the NOPD. Over the past two years, however, public satisfaction with the department has plunged to a third, or fewer, residents.
- The latest survey also finds that only 9% of those polled believe the NOPD is doing a better job than it did last year, while 38% say it's doing worse and 50% say it's doing about the same.
- In the new survey, Blacks are more satisfied with the NOPD than whites (34% vs. 25%). Also, residents 45 and older are more satisfied than those 18-44 (36% vs. 25%) and women are more satisfied than men (36% vs. 26%).
- In terms of intensity of feelings, five times as many city residents are "very unsatisfied" with the NOPD than those who are "very satisfied" (25% vs. 5%).
- Residents are more satisfied with the NOPD in their own neighborhoods than they are citywide, which has been the case in the past. A majority of residents surveyed (54%) are satisfied with the work the NOPD is doing in their neighborhoods, which is a 3-point improvement over last year.

CRIME PERCEPTIONS: In the new survey, 71% of residents say the crime problem in New Orleans has gotten worse than it was last year. Only 4% say it's gotten better and 24% say it's the same.

- While only 29% of residents say New Orleans is safe and 70% say it's not safe, that's a slight improvement from last year, when 25% said the city was safe. Is this an indication that perceptions of public safety have hit bottom?

NOPD TASK RATINGS: Only 9% to 20% of city residents positively rate tasks performed by the NOPD as excellent or good. The worst rated is investigating and solving car jackings, thefts and break-ins (only 9% rate the NOPD positively on that) and the best rated is working with neighborhood and community groups (still, only 20% rate the NOPD positively).

Overview of key findings CONTINUED

NOPD PERFORMANCE VALUES: Only 29% to 34% of residents rate the NOPD's performance values positively. The best rated is using appropriate force when apprehending suspects (34% rate positively) and the worst rated is doing their job with ethics and professionalism (29% rate positively).

- Excellent + good ratings on ethics and professionalism went up 1 point, honesty and integrity went up 5 points and using appropriate force when apprehending suspect went up 8 points.

POLICE MISCONDUCT: Only 9% in the 2023 survey say police brutality and misconduct increased over the past year, while 33% say it's **decreased** and 48% say it's stayed about the same.

- While 37% of Blacks say police brutality and misconduct has **decreased**, 29% of Whites do.

RECRUITMENT AND RETENTION OF OFFICERS: Only 14% positively rate NOPD's efforts at recruiting new police officers, while 75% rate those efforts either poor or only fair.

- Only 10% positively rate NOPD's retention of existing police officers, while 82% rate those efforts either poor or only fair.
- In a strong vote for transparency, an overwhelming 85% of city residents--roughly the same among Blacks and Whites--say the New Orleans Police Department should make public more detailed information related to the recruitment of police officers.

PROPOSALS TO REDUCE CRIME: Big majorities between 71% to 93% of city residents favor a variety of proposals aimed at reducing crime that deal with investigations, manpower, police pay, social and counseling programs, tracking crime suspects, use of computer analytics, camera technology and facial recognition.

- Since last year, support has increased the most for tracking cars of crime suspects, computer analytics, camera technology and facial recognition.
- Blacks and Whites were within 1 point on better investigations and increasing manpower to patrol neighborhoods. More Blacks than Whites support social and counseling programs, tracking suspect cars, increased use of computer analytics, use of legal camera technology and use of facial recognition technology. More Whites than Blacks support increased police pay.

Overview of key findings CONTINUED

ELECTED POLICE CHIEF: A majority of New Orleans residents (62%) say they'd prefer a police chief elected by the voters versus one appointed by the mayor and confirmed by the City Council (the current process). There is little difference by race, although younger residents (18-44) would prefer having an elected chief than older residents would (72% vs. 56%).

CRIME STOPPERS: 85% of those surveyed say they would definitely or probably call Crime Stoppers to pass on information to law enforcement. That's slightly up from last year (84%).

- The major reason why residents say they would not call Crime Stoppers is because they "just don't want to get involved." This is a sentiment shared much more so by Blacks than Whites (72% vs. 34%).

CONTACT WITH NOPD OFFICER: 37% of residents say they had contact with an NOPD officer over the past year. More Whites, younger people and men say they have had contact than do Blacks, older people and women.

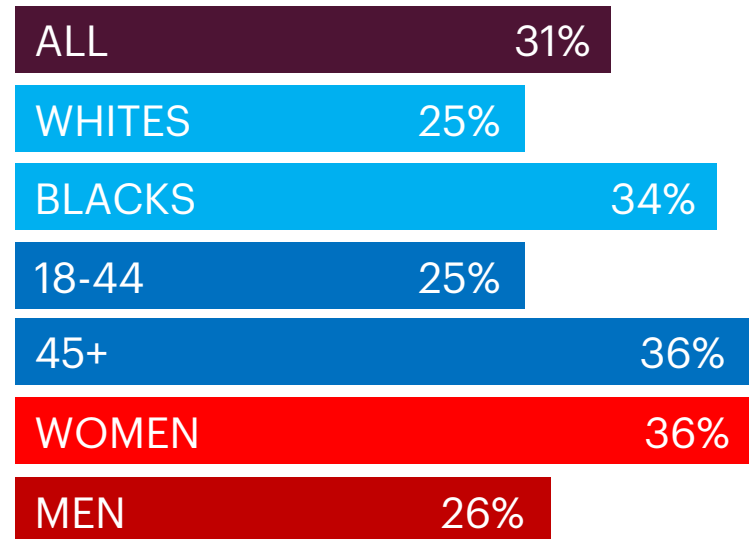
- Of those who say they have had contact with an officer, 36% were very satisfied and 42% were somewhat satisfied with the contact.

NOPD satisfaction rating

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?

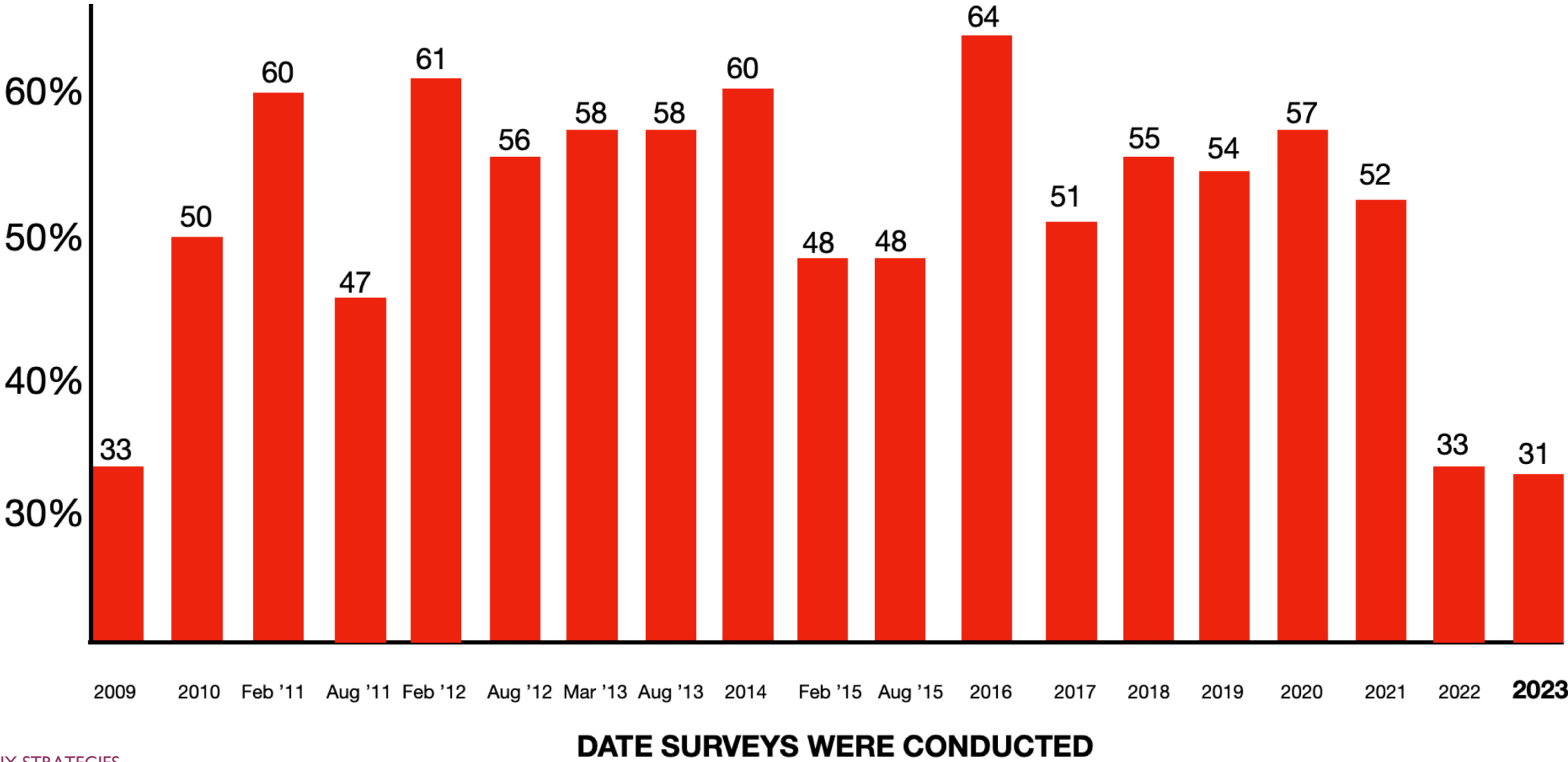
Very satisfied	5%
Somewhat satisfied	26%
TOTAL SATISFIED	31%
Neither satisfied nor unsatisfied	12%
Somewhat unsatisfied	30%
Very unsatisfied	25%

NOPD overall satisfaction rating by demographics



Overall satisfaction with the NOPD dropped 2 points since last year. In the 2022 survey, 6% were very satisfied and 27% were somewhat satisfied for a total of 33%.

NOPD satisfaction rating: 2009-2023



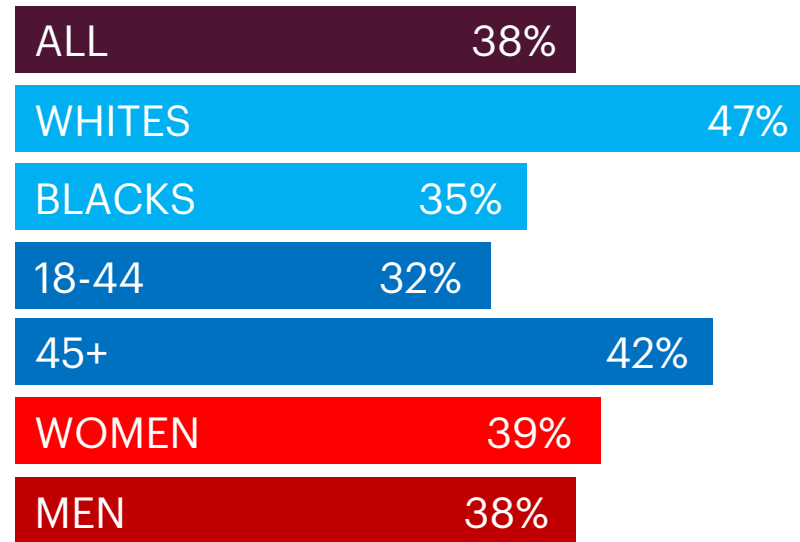
NOPD: Job performance compared to a few years ago

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	9%
Worse job	38%
About the same	50%
Don't know	3%

In the 2022 survey, 12% said better job, 41% said worse job, 45% said about the same.

Those saying the NOPD is doing a worse job



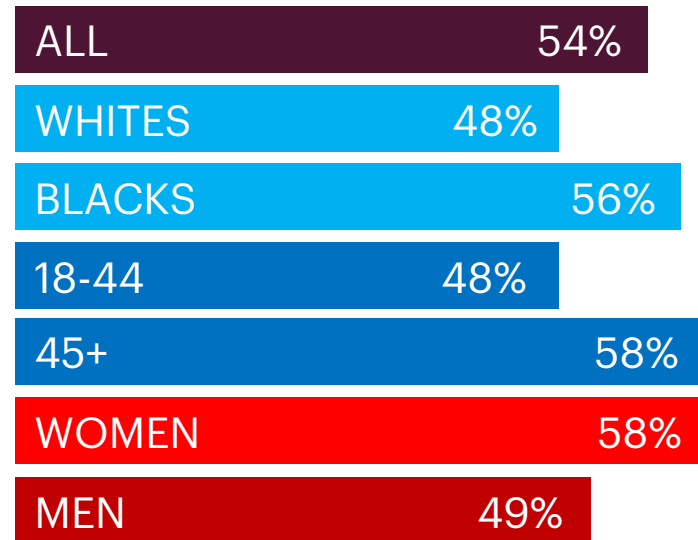
NOPD satisfaction rating: In your neighborhood

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	19%
Somewhat satisfied	35%
TOTAL SATISFIED 54%	
Neither satisfied/unsatisfied	10%
Somewhat unsatisfied	14%
Very unsatisfied	16%

Overall NOPD neighborhood satisfaction rating is up 3 points from last year. In the 2022 survey, 16% were very satisfied and 35% were somewhat satisfied for a total of 51%.

NOPD satisfaction rating in your neighborhood by demographics



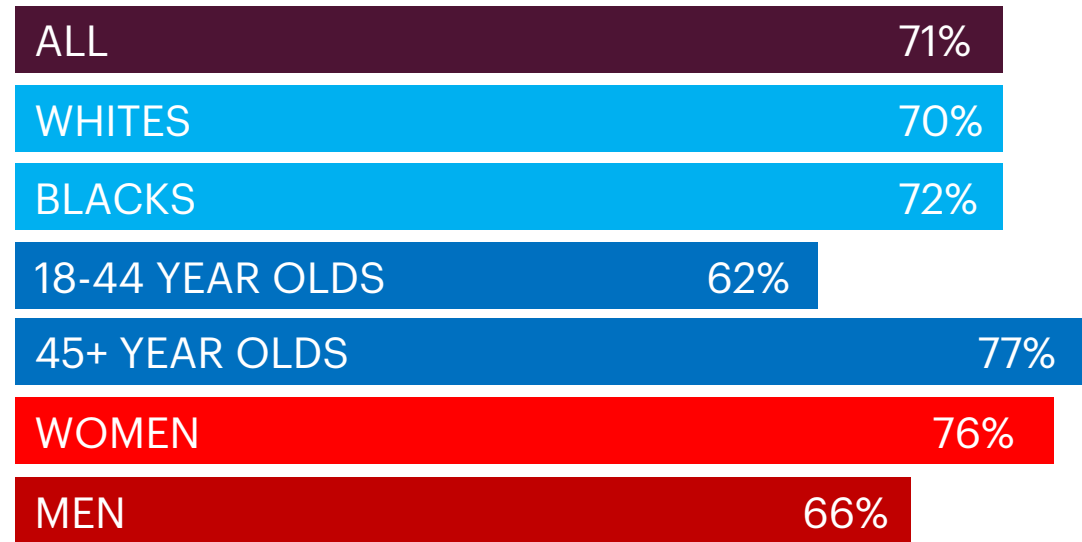
Crime problem in New Orleans: Better or worse

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

Better	4%
Worse	71%
The same	24%
Don't know	1%

Compounding the effect of these numbers, keep in mind that the large percentage of residents saying the crime problem has gotten worse in 2023 over 2022 (71%) comes on top of the 2022 survey, which showed 84% saying the crime problem had gotten worse over 2021, and the 2021 survey, which showed 74% saying the crime problem had gotten worse over 2020. For three straight years, big majorities keep saying the problem is worsening even though they're given answer options that it's gotten better or stayed the same as the prior year.

Those who say the crime problem in New Orleans has gotten worse over the last year



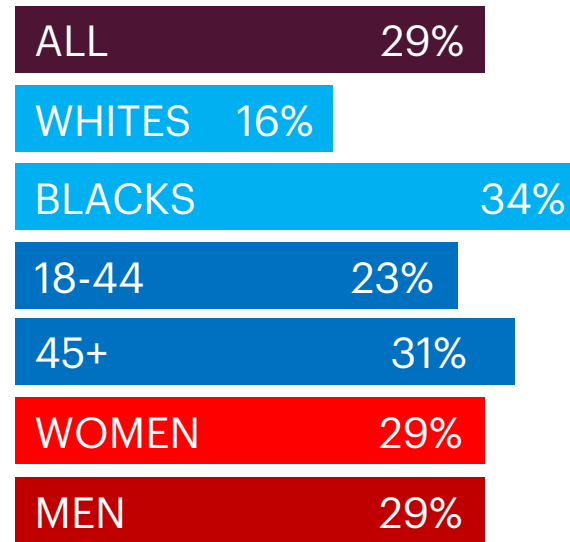
Perception of City of New Orleans safety

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	3%
Fairly safe	26%
Not that safe	38%
Not safe at all	32%

TOTAL SAFE 29%

Those saying the city is safe, either very or fairly safe



This is a slight improvement over the 2022 survey, when 1% said the city was very safe and 24% said it was fairly safe for a total safe of 25%.

NOPD ratings by tasks, values

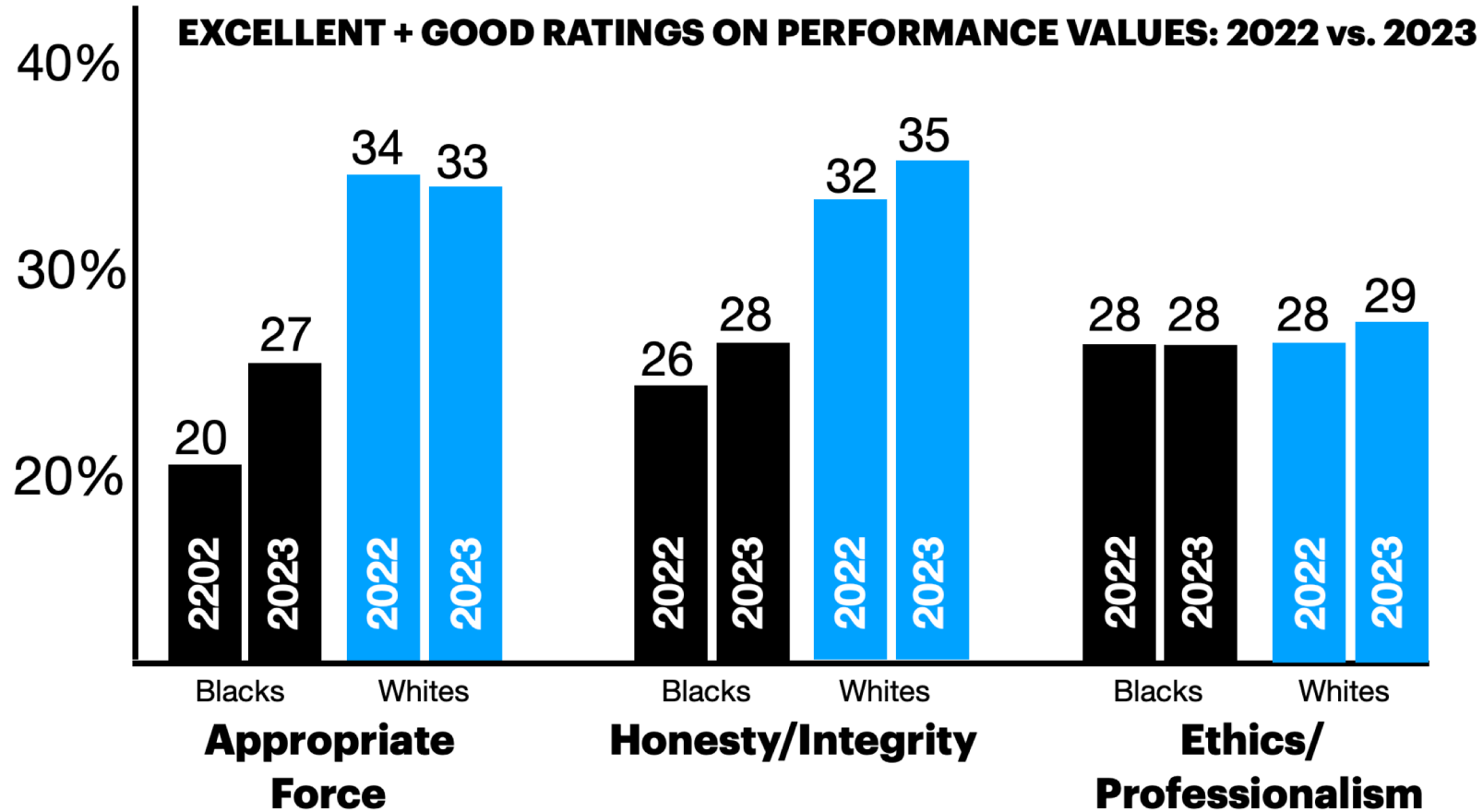
On a scale of excellent, good, only fair or poor-- how would you rate the New Orleans Police Department in the following areas...?

TASKS	Excellent	Good	Only Fair	Poor	Excellent + Good change since 2022
Investigating and solving murders and violent crimes	2%	12%	36%	41%	-1
Investigating and solving car jackings, thefts and break-ins	2%	7%	18%	68%	same
Investigating and solving burglaries and property crime	2%	9%	23%	55%	+4
Investigating and solving major drug crimes	3%	12%	24%	44%	+4
Patrolling neighborhoods	4%	7%	30%	51%	-1
Responding quickly to emergency calls	5%	7%	23%	60%	-2
Working with neighborhood/community groups to reduce crime	3%	17%	34%	34%	-2
Recruitment of new police officers	3%	11%	25%	50%	Did not ask last year
Retention of existing police officers	1%	9%	28%	54%	Did not ask last year

PERFORMANCE VALUES	Excellent	Good	Only Fair	Poor	Excellent + Good change since 2022
Doing their job with ethics and professionalism	10%	19%	32%	26%	+1
Doing their job with honesty and integrity	10%	23%	36%	20%	+5
Using appropriate force when apprehending suspects	8%	26%	33%	22%	+8

NOPD performance values, views by race

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



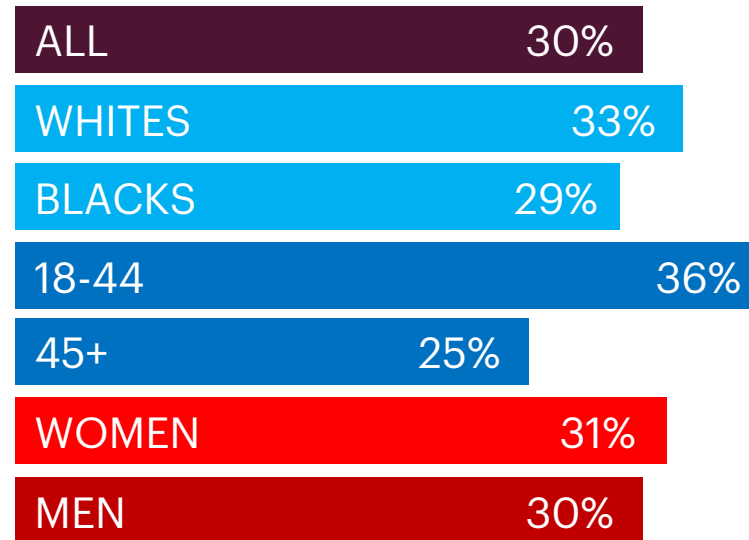
NOPD: Competence and effectiveness

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

Improved	12%
Gotten worse	30%
About the same	54%
Don't know	4%

In the 2022 survey, 9% said improved, 33% gotten worse and 53% said about the same.

Those saying the NOPD's competence and effectiveness has gotten worse



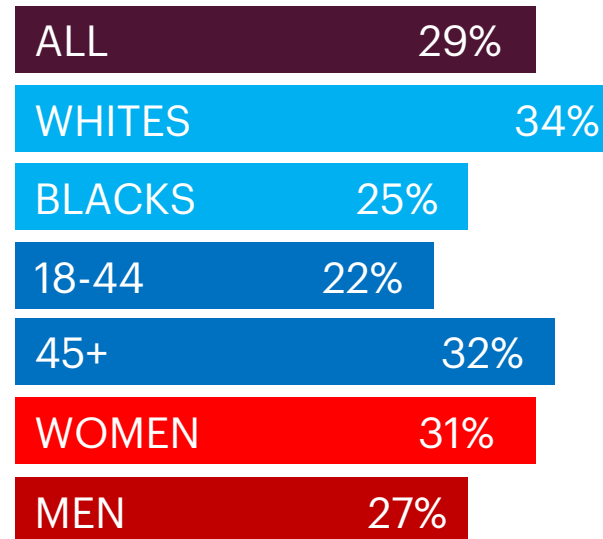
NOPD: Internal culture

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

Improved	18%
Gotten worse	29%
About the same	45%

In the 2022 survey, 17% said improved, 30% said gotten worse and 40% said about the same.

Those saying the NOPD's internal culture has gotten worse



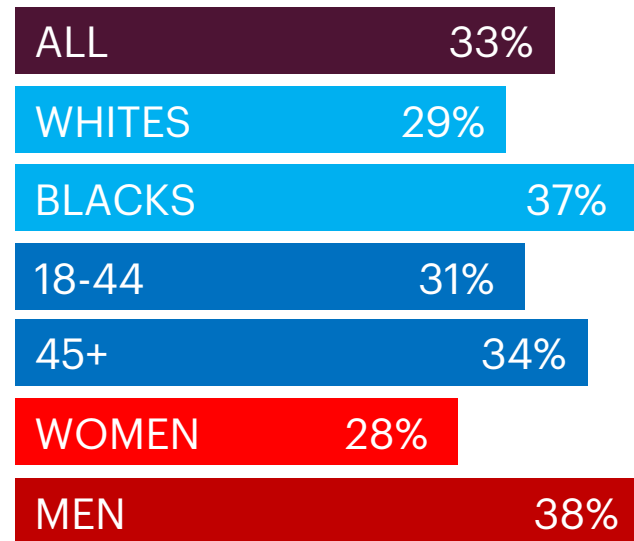
NOPD: Police brutality and misconduct

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

Increased	9%
Decreased	33%
About the same	48%
Don't know	10%

These are the most positive numbers in recent years on this issue. In the 2022 survey, 16% said brutality and misconduct had increased and 24% said decreased. In the 2021 survey, 14% said brutality and misconduct had increased and 24% said decreased.

Those saying police brutality and misconduct have decreased over the past few years



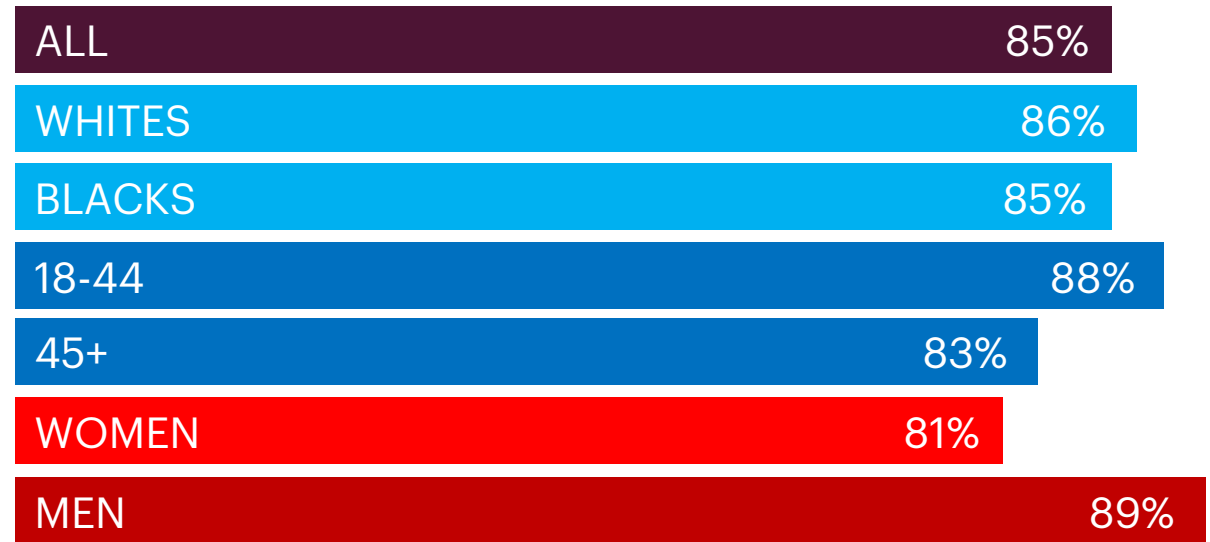
NOPD: Transparency of information on recruitment of new officers

Do you think the New Orleans Police Department should make public more detailed information related to the progress, or lack of progress, it's making in the recruitment of more police officers--yes or no?

Yes	85%
No	11%
Don't know	3%

This question was not previously asked in this survey.

Those saying New Orleans Police Department should make public more detailed information



NOPD: Proposals to reduce crime

I 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...

Proposals	Strongly support	Somewhat support	Total support	Change from last year
Improve the NOPD's capacity to better investigate and solve crimes	77%	11%	93%	+1
Increase NOPD manpower to better patrol neighborhoods	74%	17%	91%	+4
Further increase police pay to recruit new officers and keep experienced ones	76%	14%	91%	same
Increase the number of social and counseling programs as a way to reduce crime	70%	16%	86%	- 4
Allow the NOPD to track the color, make and size of cars used by crime suspects	57%	24%	81%	+11
Increase the police department's use of computer analytics and other technologies to solve crimes	68%	11%	79%	+10
Increase the police department's legal use of camera technology to solve crimes	60%	18%	78%	+7
Allow the NOPD to help identify crime suspects with facial recognition technology	53%	18%	71%	+11

NOPD: Proposals to reduce crime, views by race

I 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...

Proposals	WHITES strongly + somewhat support	BLACKS strongly + somewhat support
Improve the NOPD's capacity to better investigate and solve crimes	92%	93%
Increase NOPD manpower to better patrol neighborhoods	92%	91%
Further increase police pay to recruit new officers and keep experienced ones	93%	88%
Increase the number of social and counseling programs as a way to reduce crime	77%	92%
Allow the NOPD to track the color, make and size of cars used by crime suspects	74%	84%
Increase the police department's use of computer analytics and other technologies to solve crimes	77%	81%
Increase the police department's legal use of camera technology to solve crimes	70%	83%
Allow the NOPD to help identify crime suspects with facial recognition technology	66%	73%

Elected police chief

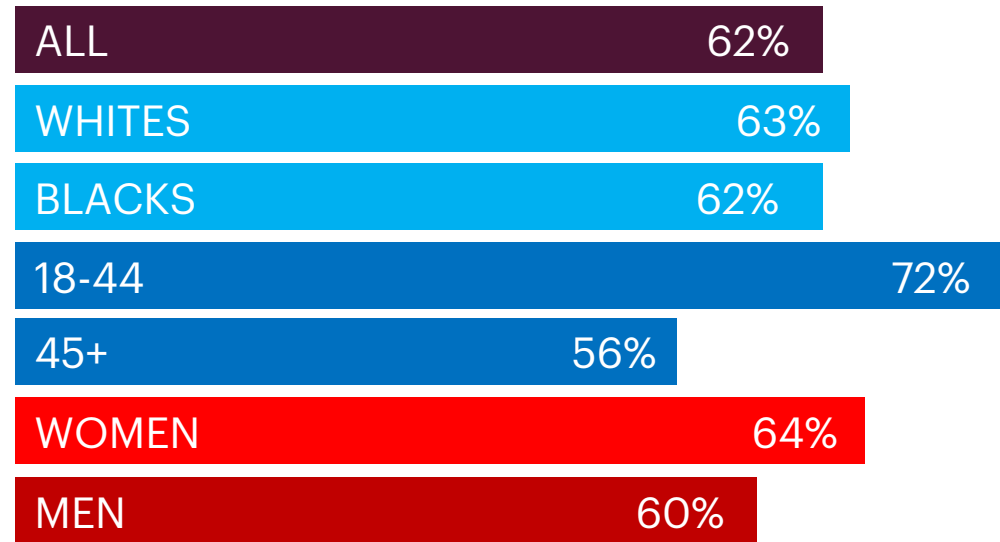
Do you think the police chief of New Orleans should continue to be appointed by the mayor and confirmed by the City Council ...or, instead... do you think the police chief should be elected by the voters, as the Sheriff and District Attorney now are?

- Favor elected police chief
- Favor mayoral appointment of police chief
- Don't know

This question was not asked in previous surveys.

62%
32%
6%

Those saying they would favor an elected police chief



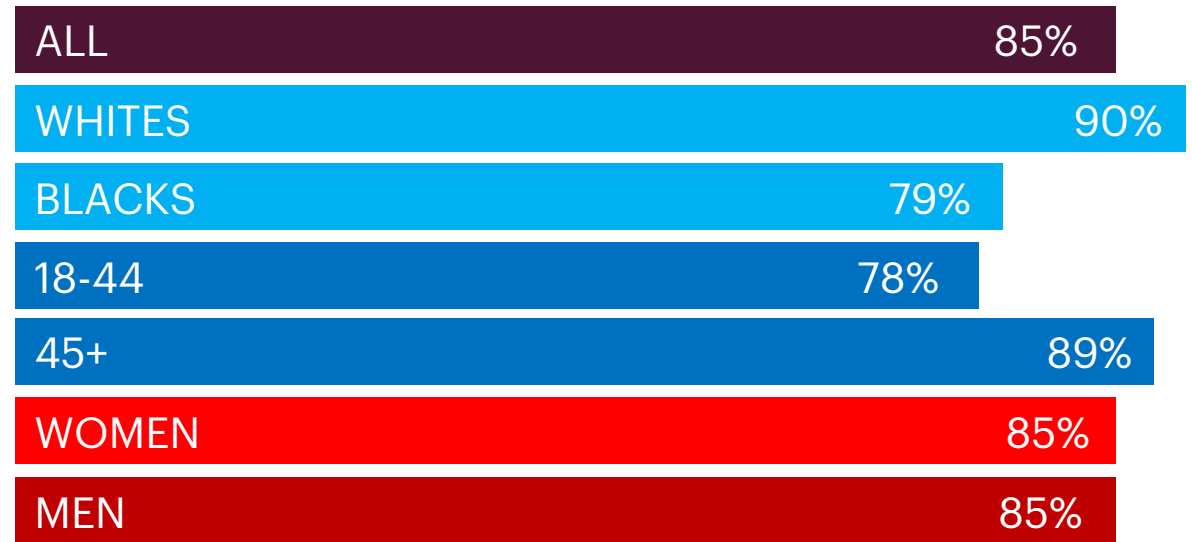
NOPD: Crime Stoppers

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	65%
Probably call	20%
Probably not call	5%
Definitely not call	6%
Don't know	3%

TOTAL WOULD CALL 85%

Those saying they would definitely or probably call Crime Stoppers (= total would call)



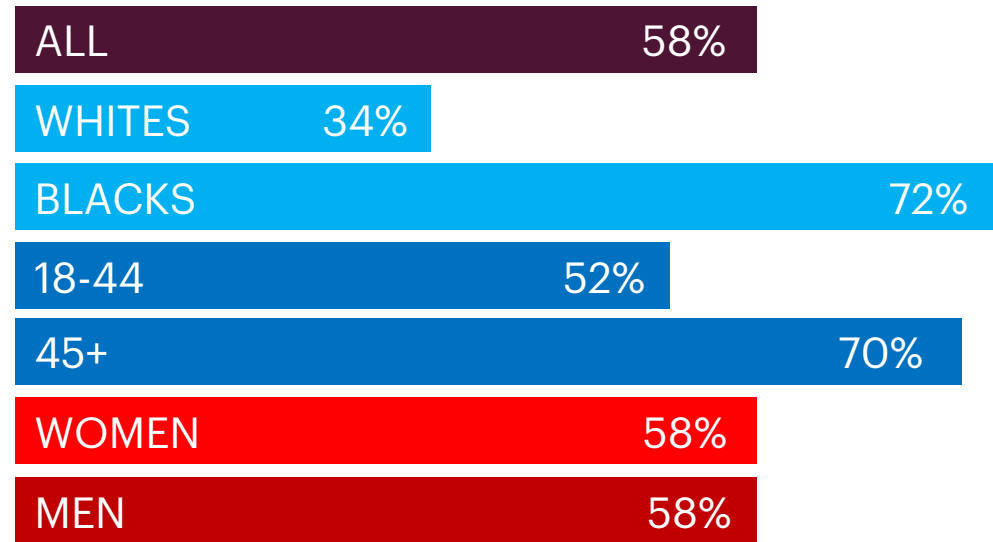
In the 2022 survey, 59% said they would definitely call Crime Stoppers and 25% say they would probably call Crime Stoppers, for a total of 84%.

NOPD: Crime Stoppers follow-up probe

Why do would not call Crime Stoppers?

Just don't want to get involved	58%
Don't trust it's really anonymous	18%
Reward money is usually too low	8%
Don't know who I'm talking to	4%
Don't know how to do it	1%
Not sure	11%

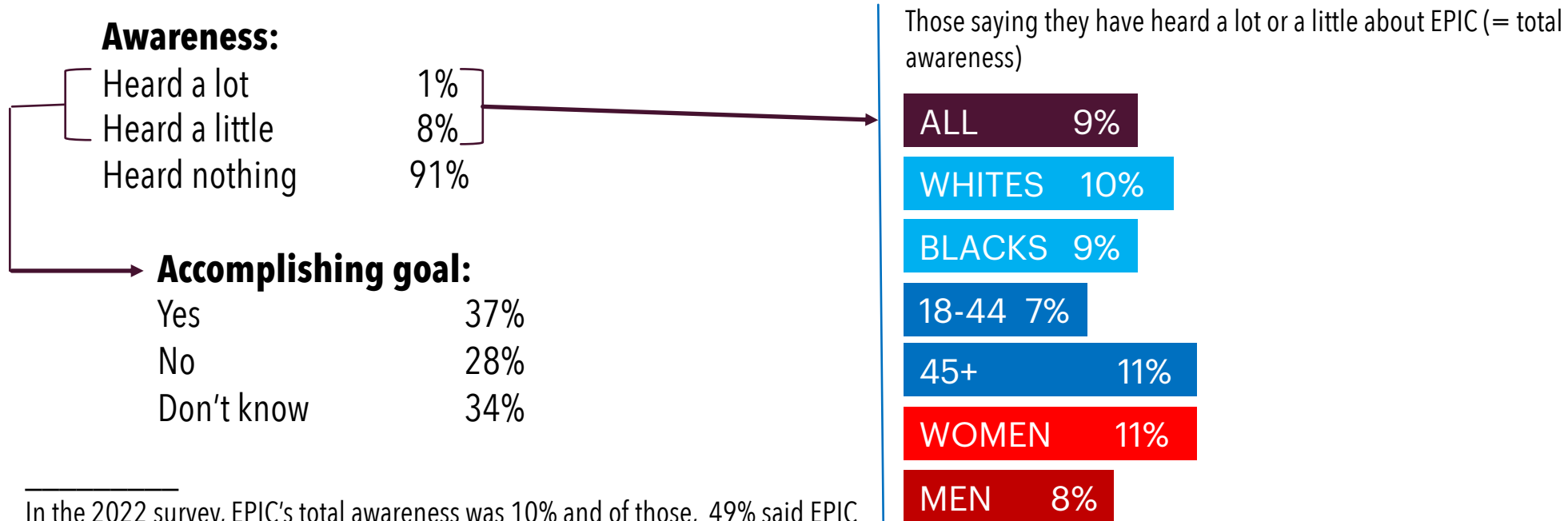
Those saying they "just don't want to get involved" by demographics



EPIC: Awareness, accomplishing goal

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

FOLLOW-UP QUESTION ASKED IF ANSWERED "HEARD A LOT" OR "HEARD A LITTLE" ABOVE: Do you think the EPIC program is accomplishing its goal of helping to discourage police misconduct--yes or no?



In the 2022 survey, EPIC's total awareness was 10% and of those, 49% said EPIC was accomplishing its goal. Since the 2021 survey, EPIC's awareness has gone down from 14% to 9%, and accomplishing its goal went down from 56% to 37%.

Contact with NOPD officer

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

IF ANSWERED YES ABOVE, ASK FOLLOW-UP QUESTION: Overall, were you very satisfied, somewhat satisfied ...or... not satisfied with the way the police handled your situation?

