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WPA ID: 12-205

NOCC_CITIZEN SATISFACTION SURVEY_MQ_120824
ADULTS
AUGUST 20-22, 2012

SAMPLE:

n=600 Adults (n=75 per district)

NO CODE/ASK ALL QUESTIONS/NOTE DIFFERENCES IN QUESTION BY SAMPLE SPECIFICATION

INTRODUCTION: Good evening. My name is _____ and I'm calling from Wilson Perkins Allen Opinion Research, a national public opinion firm. This evening we're conducting a short scientific survey about issues facing the City of New Orleans and we'd like to get your opinions. All of your responses will remain completely confidential and you will not be identified by name or by telephone number in any reports of this information. **DO NOT PAUSE**

SCREENER

1. First, are you or any member of your immediate family, such as your spouse, parents or children, a member of the news media, or a Public Relations company, a police officer, or an employee of the City of New Orleans?

IF YES, ASK:

Are you an employee of the City of New Orleans?

- 1. Yes, not New Orleans employee **TERMINATE**
- 2. Yes, New Orleans employee 8%
- 3. No/All other 92%

2. And in what year were you born? **TERMINATE IF UNDER 18, RECODE INTO AGE CATEGORIES**

- 1. Under 18 ask for member of household over 18..... **GO TO Q1**
- 2. 18-24 16%
- 3. 25-34 10%
- 4. 35-44 30%
- 5. 45-54 11%
- 6. 55-64 18%
- 7. 65-74 10%
- 8. 75+ 6%
- 9. DK / Refused **TERMINATE**

3. And have you ever been convicted of a felony or been imprisoned for committing a felony?

- 1. Yes **TERMINATE**
- 2. No/All other 100%





4. In your opinion, what is the most important issue facing your neighborhood today?

SEE VERBATIM RESPONSES

5. Now, thinking about the police department here in New Orleans, would you say that you are satisfied or unsatisfied with the New Orleans Police Department overall?

IF SATISFIED/UNSATISFIED, ASK:

And would you say you are VERY (satisfied/unsatisfied) or just SOMEWHAT (satisfied/unsatisfied)?

		<u>Aug '09</u>	<u>Aug '10</u>	<u>Feb '11</u>	<u>Aug '11</u>	<u>Feb '12</u>	<u>Aug '12</u>
TOTAL SATISFIED		33%	50%	60%	47%	61%	56%
TOTAL UNSATISFIED		60%	42%	34%	46%	33%	35%
1.	Very Satisfied	9%	16%	18%	14%	21%	17%
2.	Somewhat Satisfied	24%	34%	42%	32%	40%	39%
3.	Neither Satisfied nor Unsatisfied DNR	5%	4%	6%	6%	5%	9%
4.	Somewhat Unsatisfied	28%	15%	14%	19%	15%	17%
5.	Very Unsatisfied	32%	27%	20%	27%	18%	18%
6.	Don't Know/Refused DNR	2%	3%	<1%	2%	1%	<1%

Next I am going to read you some specific aspects of the New Orleans Police Department's job. For each one please tell me whether you are satisfied or unsatisfied with the New Orleans Police Department in that area.

IF SATISFIED/UNSATISFIED, ASK:

And, would you say are VERY (satisfied/unsatisfied) or just SOMEWHAT?

The (first/next) one is...**RANDOMIZE**

		Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/Ref DNR 6.	
		<u>Aug '09</u>	33%	7%	26%	2%	26%	37%	63%	1%
		<u>Aug '10</u>	40%	14%	26%	4%	19%	34%	52%	4%
6.	Efforts to address violent crime	<u>Feb '11</u>	47%	14%	34%	6%	17%	28%	45%	2%
		<u>Aug '11</u>	50%	12%	38%	3%	16%	28%	44%	3%
		<u>Feb '12</u>	56%	22%	34%	5%	16%	22%	37%	1%
		<u>Aug '12</u>	46%	17%	29%	3%	18%	30%	47%	4%

		<u>Aug '09</u>	39%	7%	32%	3%	25%	30%	56%	3%
		<u>Aug '10</u>	51%	17%	34%	8%	14%	24%	38%	3%
7.	Efforts to address crimes against property, like homes and businesses.	<u>Feb '11</u>	56%	15%	41%	7%	16%	17%	33%	4%
		<u>Aug '11</u>	52%	17%	35%	6%	17%	22%	39%	3%
		<u>Feb '12</u>	58%	23%	35%	7%	14%	18%	32%	3%
		<u>Aug '12</u>	55%	22%	33%	5%	15%	19%	35%	5%



		Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/Ref DNR 6.
8. Getting drugs off the streets	<u>Aug '09</u>	19%	5%	14%	3%	20%	55%	75%	3%
	<u>Aug '10</u>	27%	9%	18%	6%	16%	47%	63%	5%
	<u>Feb '11</u>	31%	9%	23%	5%	20%	40%	61%	3%
	<u>Aug '11</u>	29%	10%	19%	5%	20%	42%	62%	4%
	<u>Feb '12</u>	33%	11%	22%	8%	17%	37%	54%	5%
	<u>Aug '12</u>	38%	14%	24%	5%	13%	42%	55%	3%

9. Enforcing traffic laws	<u>Aug '09</u>	55%	18%	38%	7%	15%	20%	35%	3%
	<u>Aug '10</u>	56%	22%	34%	7%	13%	21%	34%	3%
	<u>Feb '11</u>	62%	24%	38%	5%	15%	16%	31%	2%
	<u>Aug '11</u>	57%	24%	33%	3%	16%	20%	37%	4%
	<u>Feb '12</u>	63%	29%	34%	6%	13%	16%	28%	2%
	<u>Aug '12</u>	60%	28%	32%	6%	11%	20%	31%	4%

10. Cooperating with the public to address their concerns	<u>Aug '09</u>	41%	10%	31%	5%	25%	27%	52%	2%
	<u>Aug '10</u>	50%	19%	31%	7%	14%	26%	40%	3%
	<u>Feb '11</u>	65%	22%	43%	4%	13%	14%	28%	3%
	<u>Aug '11</u>	55%	17%	38%	5%	19%	19%	38%	3%
	<u>Feb '12</u>	61%	26%	35%	6%	13%	17%	30%	3%
	<u>Aug '12</u>	62%	22%	40%	6%	12%	18%	30%	2%

11. The honesty and integrity of New Orleans Police officers	<u>Aug '09</u>	40%	7%	33%	6%	24%	25%	49%	5%
	<u>Aug '10</u>	37%	12%	25%	8%	17%	34%	51%	3%
	<u>Feb '11</u>	45%	12%	33%	7%	24%	22%	46%	2%
	<u>Aug '11</u>	37%	11%	26%	5%	24%	32%	56%	3%
	<u>Feb '12</u>	49%	18%	31%	7%	18%	23%	41%	3%
	<u>Aug '12</u>	52%	18%	34%	5%	16%	24%	40%	3%

12. The professionalism of New Orleans Police officers	<u>Aug '09</u>	49%	10%	39%	5%	22%	21%	44%	3%
	<u>Aug '10</u>	48%	18%	30%	6%	16%	26%	42%	3%
	<u>Feb '11</u>	56%	18%	38%	7%	20%	16%	36%	1%
	<u>Aug '11</u>	51%	17%	35%	3%	20%	24%	44%	2%
	<u>Feb '12</u>	61%	24%	37%	5%	16%	16%	32%	2%
	<u>Aug '12</u>	60%	26%	34%	3%	15%	20%	34%	3%



		Total Sat	Very Sat 1.	Smwt Sat 2.	Neither Sat nor Unsat DNR 3.	Smwt Unsat 4.	Very Unsat 5.	Total Unsat	DK/ Ref DNR 6.
13. The general attitude and behavior of officers toward citizens	Aug '09	50%	11%	38%	6%	21%	20%	41%	3%
	Aug '10	45%	15%	30%	8%	15%	29%	44%	3%
	Feb '11	58%	17%	41%	6%	16%	17%	33%	3%
	Aug '11	51%	16%	35%	4%	19%	24%	43%	3%
	Feb '12	57%	21%	36%	5%	15%	19%	34%	4%
	Aug '12	55%	24%	31%	5%	16%	19%	35%	4%

14. The overall competence of the New Orleans Police Department	Aug '09	43%	8%	34%	5%	30%	19%	49%	3%
	Aug '10	46%	15%	32%	5%	17%	28%	46%	3%
	Feb '11	54%	14%	40%	6%	22%	17%	39%	1%
	Aug '11	45%	10%	35%	5%	22%	24%	47%	3%
	Feb '12	57%	20%	37%	11%	11%	19%	30%	2%
	Aug '12	55%	21%	34%	4%	17%	22%	38%	2%

Please tell me if you agree or disagree with each of the following statements:

IF AGREE/DISAGREE, ASK:

And, would you say STRONGLY (agree/disagree) or just SOMEWHAT?

The (first/next) one is...**RANDOMIZE**

		Total Agree	Strongly Agree 1.	Somewhat Agree 2.	Neither Agree / Disagree DNR 3.	Somewhat Disagree 4.	Strongly Disagree 5.	Total Disagree	DK/ Ref DNR 6.
15. I feel safe in my own neighborhood	Aug '09	69%	31%	38%	2%	15%	14%	29%	0%
	Aug '10	76%	49%	27%	1%	8%	15%	23%	<1%
	Feb '11	74%	37%	37%	1%	12%	12%	25%	<1%
	Aug '11	77%	46%	32%	3%	10%	10%	20%	0%
	Feb '12	81%	53%	29%	1%	6%	11%	17%	<1%
	Aug '12	79%	47%	31%	1%	7%	13%	21%	0%

16. I feel safe visiting other areas in New Orleans, outside of my own neighborhood	Aug '09	34%	6%	28%	7%	29%	29%	58%	1%
	Aug '10	44%	20%	24%	6%	19%	28%	47%	3%
	Feb '11	45%	14%	31%	6%	21%	26%	48%	1%
	Aug '11	42%	11%	31%	5%	22%	28%	50%	3%
	Feb '12	39%	14%	25%	4%	18%	36%	54%	3%
	Aug '12	51%	15%	36%	5%	18%	25%	44%	1%



ASK SAMPLE A:

IF AGREE/DISAGREE ON Q15, Q15:1-2, 4-5, ASK:

17.A What are some of the reasons you (feel safe/do not feel safe) in your neighborhood?

PROBE: What else can you tell me about that?

SEE VERBATIM RESPONSES

ASK SAMPLE B:

IF AGREE/DISAGREE ON Q16, Q16:1-2, 4-5, ASK:

17.B What are some of the reasons you (feel safe/do not feel safe) visiting other areas of New Orleans outside of your own neighborhood?

PROBE: What else can you tell me about that?

SEE VERBATIM RESPONSES

18. Have you or any member of your household been the victim of a crime during the past twelve months?

		<u>Aug '09</u>	<u>Aug '10</u>	<u>Feb '11</u>	<u>Aug '11</u>	<u>Feb '12</u>	<u>Aug '12</u>
1.	Yes	14%	12%	11%	14%	12%	12%
2.	No	86%	87%	89%	85%	88%	88%
3.	Don't Know/Refused DNR	<1%	<1%	0%	1%	<1%	0%

IF Q18:1 ASK:

19. Please tell me, specifically, what the crime was. **VERBATIM RESPONSES CODED BELOW**

		<u>Aug '10</u>	<u>Feb '11</u>	<u>Aug '11</u>	<u>Feb '12</u>	<u>Aug '12</u>
	TOTAL VIOLENT CRIME	19%	17%	24%	9%	13%
	TOTAL PROPERTY CRIME	69%	66%	60%	58%	73%
1.	Rape / Sexual assault	0%	1%	0%	0%	0%
2.	Robbery	12%	11%	14%	8%	10%
3.	Aggravated assault	1%	6%	1%	0%	0%
4.	Simple assault	6%	9%	10%	1%	3%
5.	Burglary	14%	11%	17%	18%	41%
6.	Motor vehicle theft	23%	22%	24%	24%	24%
7.	Theft / Larceny	29%	22%	16%	14%	4%
8.	Vandalism	3%	11%	2%	2%	7%
9.	All other crime (specify_____)	5%	5%	11%	28%	11%
10.	DK/ Refused DNR	6%	3%	5%	6%	0%

**IF Q18:1 ASK:**

20. Did the crime occur in New Orleans or Orleans Parish or somewhere else?

		<u>Aug '10</u>	<u>Feb '11</u>	<u>Aug '11</u>	<u>Feb '12</u>	<u>Aug '12</u>
1.	New Orleans / Orleans Parish	100%	87%	93%	90%	97%
2.	Somewhere else	0%	13%	7%	10%	3%
3.	DK/ Refused DNR	0%	0%	0%	0%	0%

IF CRIME OCCURRED IN NEW ORLEANS / ORLEANS PARISH, Q20:1, ASK:

21. And did you report the crime to the New Orleans Police Department?

		<u>Aug '10</u>	<u>Feb '11</u>	<u>Aug '11</u>	<u>Feb '12</u>	<u>Aug '12</u>
1.	Yes	79%	82%	84%	78%	92%
2.	No	20%	15%	14%	13%	7%
3.	Don't Know/Refused DNR	2%	0%	2%	8%	0%

22. Have you had any contact with officers of the New Orleans Police Department in the past 12 months?

		<u>Aug '09</u>	<u>Aug '10</u>	<u>Feb '11</u>	<u>Aug '11</u>	<u>Feb '12</u>	<u>Aug '12</u>
1.	Yes	43%	41%	39%	39%	31%	34%
2.	No	57%	59%	60%	61%	69%	66%
3.	Don't Know/Refused DNR	<1%	<1%	<1%	<1%	<1%	0%

IF Q22:1, ASK:

23. Was this contact initiated by you or by the police officer?

		<u>Aug '09</u>	<u>Aug '10</u>	<u>Feb '11</u>	<u>Aug '11</u>	<u>Feb '12</u>	<u>Aug '12</u>
1.	Respondent	55%	54%	52%	58%	57%	56%
2.	Police officer	26%	25%	27%	24%	17%	30%
3.	Both DNR	9%	14%	12%	12%	13%	8%
4.	Neither DNR	9%	6%	5%	6%	10%	5%
5.	Don't Know/Refused DNR	2%	1%	3%	<1%	3%	1%

24. Have you called or visited any New Orleans City Police Station in the past 12 months?

		<u>Aug '09</u>	<u>Aug '10</u>	<u>Feb '11</u>	<u>Aug '11</u>	<u>Feb '12</u>	<u>Aug '12</u>
1.	Yes	22%	21%	17%	16%	13%	13%
2.	No	78%	79%	83%	84%	87%	87%
3.	Don't Know/Refused DNR	<1%	0%	<1%	<1%	0%	0%



IF YES ON Q18, 22, OR 24, READ INTRO AND THEN ASK Q25-26 AS APPROPRIATE

Now, thinking some more about the contact you have had with the New Orleans police department recently, I am going to read you each of the ways you said you have been in contact with the department one at a time. For each one I would like you to tell me about the attitude and courtesy of the New Orleans police Department employee you had contact with.

As I read each one, please tell me if you recall that New Orleans police department employee as being pleasant and courteous or rude and unpleasant.

IF PLEASANT/UNPLEASANT, ASK:

And would you say that person was VERY (pleasant and courteous/rude and unpleasant) or just SOMEWHAT?

The (first/next) one is...**RANDOMIZE**

		Total Pleasant	Very Pleasant 1.	Somewhat Pleasant 2.	Neither /Neutral <input type="checkbox"/> DNR 3.	Somewhat Unpleasant 4.	Very Unpleasant 5.	Total Unpleasant	DK/ Ref <input type="checkbox"/> DNR 6.
	Aug '09	53%	27%	26%	15%	9%	16%	25%	7%
IF Q18:1 OR 22:1, ASK	Aug '10	75%	52%	24%	6%	6%	9%	15%	3%
25. Officers of the New Orleans Police Department you met outside of a police station	Feb '11	77%	44%	32%	4%	7%	8%	15%	4%
	Aug '11	77%	48%	29%	6%	4%	9%	13%	4%
	Feb '12	71%	46%	25%	9%	4%	9%	14%	5%
	Aug '12	80%	51%	30%	6%	4%	4%	8%	6%
	Aug '09	77%	41%	36%	8%	9%	2%	11%	4%
IF Q24:1, ASK	Aug '10	51%	28%	23%	20%	8%	12%	20%	8%
26. Employees at New Orleans Police Stations	Feb '11	71%	38%	33%	5%	6%	7%	13%	11%
	Aug '11	72%	46%	25%	6%	7%	5%	13%	10%
	Feb '12	57%	38%	19%	19%	6%	8%	13%	10%
	Aug '12	59%	42%	17%	12%	9%	6%	15%	14%



ROTATE Q27-28

27. Now, thinking some more about one of the areas we just talked about, getting drugs off the street. I am going to read you two things some people say about this issue and I'd like you to tell me which you agree with more...**ROTATE**

(Some/Other) people say drugs on our streets are primarily a police-enforcement problem and it is up to the New Orleans Police Department to do more to combat them with things like more patrols, arrests and drug seizures.

...while...

(Some/Other) people say drugs in our neighborhoods are a social problem and that while the police have a role to play in stopping drugs, we will need changes in everything from schools to the courts to federal anti-drug programs in order to really get drugs off our streets.

		<u>Feb '11</u>	<u>Aug '11</u>	<u>Feb '12</u>	<u>Aug '12</u>
1.	Police Enforcement Problem	14%	21%	21%	23%
2.	Neither DNR	3%	2%	5%	1%
3.	Both DNR	13%	17%	14%	16%
4.	DK/Refused DNR	2%	3%	1%	4%
5.	Societal Problem	68%	57%	59%	56%

28. Now, thinking some more about one of the areas we just talked about, reducing the murder rate. I am going to read you two things some people say about this issue and I'd like you to tell me which you agree with more...**ROTATE**

(Some/Other) people say that reducing the number of murders is primarily a police-enforcement problem.

...while...

(Some/Other) people say the number of murders is a social problem and that while the police have a role to play in stopping murderers, we will need changes in areas such as families, schools, and neighborhoods in order to really reduce the number of murders.

		<u>Feb '11</u>	<u>Aug '11</u>	<u>Feb '12</u>	<u>Aug '12</u>
1.	Police Enforcement Problem	7%	15%	15%	12%
2.	Neither DNR	2%	2%	3%	1%
3.	Both DNR	11%	18%	11%	11%
4.	DK/Refused DNR	2%	2%	2%	4%
5.	Societal Problem	77%	64%	68%	73%



29. Would you say you are familiar or unfamiliar with Crimestoppers, the citizen-run anonymous tip line that offers cash rewards for information about felony crimes?

IF FAMILIER/UNFAMILIAR, ASK:

And would you say you are VERY (familiar/unfamiliar) or just SOMEWHAT (familiar/unfamiliar)?

TOTAL FAMILIAR	88%
TOTAL UNFAMILIAR	10%
1. Very Familiar	45%
2. Somewhat Familiar	42%
3. Never Heard of DNR	2%
4. DK/Refused DNR	0%
5. Somewhat Unfamiliar	6%
6. Very Unfamiliar	5%

IF Q29=1-2, ASK:

30. If you had information about a felony crime, would you call Crimestoppers to anonymously share what you knew with law enforcement?

IF YES/ NO, ASK:

And, would you say you DEFINITELY (would/would not) call or PROBABLY (would/would not) call Crimestoppers?

TOTAL WOULD	90%
TOTAL WOULD NOT	6%
1. Definitely Would	82%
2. Probably Would	8%
3. DK/Refused DNR	4%
4. Probably Would Not	2%
5. Definitely Would Not	4%

31. Now, I'd like to ask one question that is very important and your answer will be taken very seriously...What is the one thing you would suggest the New Orleans Police Department do to better serve you and the public?

PROBE: What else can you tell me about that?

SEE VERBATIM RESPONSES

32. As you may know, some people say that New Orleans has a problem with its murder rate. What suggestions do you have for the New Orleans Police Department that would help combat murders in New Orleans?

PROBE: What else can you tell me about that?

SEE VERBATIM RESPONSES



Now, just a few more questions for statistical purposes:

33. What is the highest level of formal education you have completed?

1.	Less than high school graduate	10%
2.	High school graduate	38%
3.	Some College	25%
4.	College graduate	15%
5.	Post graduate	11%
6.	DK/Refused <input type="checkbox"/> DNR	1%

34. What is your race?

1.	White	28%
2.	Hispanic, Mexican, Latino, Spanish	3%
3.	African-American	68%
4.	Asian	2%
5.	Other (specify) _____	0%
6.	Refused <input type="checkbox"/> DNR	<1%

35. How long have you been a resident of New Orleans?

1.	Less than 1 year	1%
2.	1 to 4 years	2%
3.	5 to 9 years	3%
4.	10 to 15 years	4%
5.	More than 15 years	90%
6.	DK/ Refused <input type="checkbox"/> DNR	1%

36. Do you own or manage a business in New Orleans? IF YES SPECIFY OWN/MANAGE

1.	Yes, own	11%
2.	Yes, manage	2%
3.	DK / Refused <input type="checkbox"/> DNR	1%
4.	No	86%

37. Sex: BY OBSERVATION

1.	Male	45%
2.	Female	55%



38. District:

1.	District 1	10%
2.	District 2	19%
3.	District 3	19%
4.	District 4	11%
5.	District 5	13%
6.	District 6	8%
7.	District 7	19%
8.	District 8	2%