



**Special Report of the Consent Decree Monitor  
For the New Orleans Police Department Consent Decree  
Reporting the Results of the Second Biennial Community  
Survey  
Released July 24, 2017**

**Office of the Consent Decree Monitor**  
New Orleans, Louisiana  
Sheppard Mullin Richter & Hampton, LLP  
Appointed By Order Of The U.S. District Court For The Eastern District Of Louisiana

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## **I. CONSENT DECREE AUTHORITY**

“Within 180 days of the Effective Date, and every two years thereafter, NOPD and the City agree to conduct a reliable, comprehensive, and representative survey of members of the New Orleans community regarding their experiences with and perceptions of NOPD and of public safety.

To conduct the biennial community survey, the Monitor shall retain an individual or entity, to be approved by DOJ . . . .

NOPD and the City agree to cooperate with the design and conduct of the survey by, for example, helping to organize focus groups of officers and obtaining and providing previous survey instruments and data.

The report of the baseline survey and subsequent biennial surveys shall be publicly distributed and available.”

**Consent Decree Paragraph 230-233**

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## II. NOTES

“The Monitor shall be subject to the supervision and orders of the [United States District Court for the Eastern District of Louisiana], consistent with [the Consent Decree]. The Monitoring Team shall only have the duties, responsibilities, and authority conferred by [the Consent Decree]. The Monitoring Team shall not, and is not intended to, replace or assume the role and duties of the City and NOPD, including the Superintendent.”

**Consent Decree Paragraph 455**



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#### IV. GLOSSARY OF ACRONYMS

“ASU”	Administrative Services Unit
“AUSA”	Assistant United States Attorney
“AVL”	Automatic Vehicle Locator
“BWC”	Body Worn Cameras
“CIT”	Crisis Intervention Team
“CCMS”	Criminal Case Management System
“CD”	Consent Decree
“CIT”	Crisis Intervention Team
“CODIS”	Combined DNA Index System
“ComStat”	Computer Statistics
“COCO”	Community Coordinating [sergeants]
“CPI”	California Psychological Inventory
“CSC”	Civil Service Commission
“CUC”	Citizens United for Change
“DA”	District Attorney
“DI-1”	Disciplinary Investigation Form
“DOJ”	Department of Justice
“DV”	Domestic Violence
“DVU”	Domestic Violence Unit
“ECW”	Electronic Control Weapon
“EPIC”	Ethical Policing is Courageous (NOPD peer intervention program)
“EWS”	Early Warning System
“FBI”	Federal Bureau of Investigation
“FIT”	Force Investigation Team
“FOB”	Field Operations Bureau
“FTO”	Field Training Officer
“IACP”	International Association of Chiefs of Police
“ICO”	Integrity Control Officers
“IPM”	Independent Police Monitor
“KSA”	Knowledge, Skill and Ability
“LEP”	Limited English Proficiency
“LGBT”	Lesbian, Gay, Bi-sexual, and Transgender
“MMPT”	Minnesota Multiphasic Personality Inventory
“MOU”	Memorandum of Understanding
“NNDDA”	National Narcotics Detection Dog Association

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“NOFJC”	New Orleans Family Justice Center
“NOPD”	New Orleans Police Department
“NPCA”	National Police Canine Association
“OCDM”	Office of Consent Decree Monitor
“OIG”	Office of Inspector General
“OPSE”	Office of Public Secondary Employment
“PIB”	Public Integrity Bureau
“POST”	Police Officer Standards Training Counsel
“PsyQ”	Psychological History Questionnaire
“QOL”	Quality of Life [officers]
“RFP”	Request for Proposal
“SA”	Sexual Assault
“SART”	Sexual Assault Response Team
“SOD”	Special Operations Division
“SRC”	Survey Research Center
“SUNO”	Southern University of New Orleans
“SVS”	Special Victims Section
“UNO”	University of New Orleans
“USAO”	United States Attorney’s Office for the Eastern District of New Orleans
“VAW”	Violence Against Women



## V. INTRODUCTION TO THE SPECIAL REPORT

Paragraph 230 of the Consent Decree requires the completion of a biennial survey of members of the New Orleans community “regarding their experiences with and perceptions of NOPD and of public safety.” The Monitoring Team conducted its first survey – which covered police officers, community members, and detainees – in late 2014 and early 2015. The Monitoring Team worked closely with the City, NOPD, and the Department of Justice to develop a three-part survey intended to measure public satisfaction with policing, attitudes among police personnel, and the quality of police-citizen encounters. The surveys were designed to include a representative sample of City residents, police personnel, and detained arrestees. (CD 231)

The Monitoring Team developed and conducted its follow-up survey in late 2016 and early 2017. The results of the Surveys are presented in this Special Report.

Our 2016/2017 follow-up surveys present an increasingly positive picture of policing in New Orleans. While some survey responses identify areas in need of further improvement – and some identify significant areas in need of further improvement – *overall, the 2016/2017 data show a significant positive trend in community, officer, and detainee perception of the New Orleans Police Department.* For example:

- ***In the area of community perception, compared to 2014:***
  - Citizens now have better perceptions of their most recent contact with the NOPD, are more satisfied with the NOPD, have more trust in the NOPD, and are more willing to cooperate with the NOPD.
  - Citizens who interacted with NOPD felt they were more likely to be treated with dignity, respect, and politeness.
  - Citizens noted improvements in officer honesty, fairness, professionalism, and integrity.
  - Citizens felt that improvements in policing had been made in New Orleans, that the NOPD had become a better police department, and that the NOPD was less likely to use excessive force than two years ago.
  - Citizens were more likely to believe corruption in the NOPD is low and that past NOPD scandals did not reflect current practices.
- ***In the area of police officer perception, as compared to 2014:***
  - A greater proportion of officers believe their supervisors are good leaders, are taking the department in the right direction, and treat fellow officers fairly regardless of race, ethnicity, gender, or sexual orientation. *Indeed,*

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*almost 80% of officers surveyed believed current superintendent Michael Harrison is leading the Department in the right direction.*

- More officers feel NOPD is providing effective training, proper equipment, and a quality work environment.
- More officers feel citizens, fellow officers, and supervisors treat them with respect.
- Officer responses indicate significant improvements in the effectiveness of NOPD services, officer buy-in to youth programs, respect/trust within the NOPD, and citizen-perceived fairness of the NOPD.
- ***With regard to detainee perception, while the raw numbers still reflect a perhaps-understandable but generally negative perception of the NOPD, as compared to 2014:***
  - Detainees, on average, were more satisfied with the way NOPD officers handled themselves in their specific situations.
  - In general, more detainees expressed satisfaction with the way NOPD officers treated them. More detainees held the belief that NOPD officers treated them with respect, were polite, and listened.
  - More detainees now feel NOPD officers do their jobs the right way.
  - More detainees reported the reason for their specific stop/arrest was adequately explained, they were treated fairly by the stopping/arresting officer(s), and they were informed of their rights.

These positive trends illustrate the significant effort NOPD has dedicated to its reform efforts and to achieving the goals of the Consent Decree over the past three years. As the Monitoring Team has written before, the Consent Decree was crafted to promote constitutional policing by calling for clear policies that give officers meaningful guidance; officers who have respect for all members of the community; robust training that incorporates procedural justice, respect for all members of the community, and constitutional standards; committed and competent supervisors; thorough and competent investigations into police use of force and allegations of misconduct; and strong partnerships with the community. It is comforting and gratifying to see NOPD's steady improvement, as acknowledged by the community and its officers.

Along with such positive trends, citizens, officers, and detainees did express criticisms about NOPD. This feedback identifies areas for additional improvement. For example, in the community survey, more than 40% of respondents were not satisfied with the way NOPD officers are doing their jobs. Almost 60% continue to believe officers do not respond to calls for

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service in a timely manner, and more than 55% of respondents believe the NOPD has little impact on crime. Another example of negative survey responses relates to citizen cooperation. Community respondents believe residents are more willing to resist NOPD officers now and believe there are fewer officers in their community now than two years ago. As described later in this Report, black respondents' perceptions of NOPD are improving at a relatively faster pace than whites. Overall, perceptions varied by race; a persisting gap in white and black community members' responses highlights a host of opportunities for further reform.

The officer survey findings indicate some areas where officers maintain negative perceptions. For example, many officers continue to perceive the citizen complaint process and the internal complaint process as unfair. Many respondents (almost 36%) also perceive that the community doesn't appreciate the work of NOPD officers.

Each of these areas, and others identified later in this Report, presents an important opportunity for continued NOPD self-improvement. It must be kept in mind, however, that the Monitoring Team's survey is designed to reveal the *perceptions* of community members – be they officers, detainees, or civilians. The survey results do *not* tell us whether those perceptions are fact-based or not. Regardless, negative perceptions reflect areas where additional effort on NOPD's part is necessary. Where findings reveal a genuine problem, NOPD must work to identify and cure the underlying cause. Where they reveal a perceived problem, NOPD must work to identify and cure the cause of the misperception. In both cases, however, the survey results will help give NOPD, City leaders, the Monitoring Team, the DOJ, and interested community members a roadmap to channel current and future reform efforts. With a collaborate approach, we can expect to see the overwhelmingly positive trends revealed in the 2016/2017 data continue into the future.



## **VI. NEW ORLEANS POLICE DEPARTMENT OFFICER SURVEY: 2016**

### **A. Executive Summary**

The Monitoring Team surveyed two hundred eighty-one NOPD officers about the NOPD, the New Orleans community, and their perceptions regarding policing and police-community relations. The survey results are summarized below:

- Attitudes regarding the work environment at NOPD were positive, although there was some concern regarding equipment.
- The most common reasons for officers joining the NOPD were to help the community become a safer place and to help people.
- Officers believe their supervisors are good leaders, are taking the Department in the right direction, and treat fellow officers fairly regardless of race, ethnicity, gender, or sexual orientation.
- Many officers perceive investigations conducted by the NOPD Public Integrity Bureau (PIB is NOPD's internal affairs unit) are unfair.
- Overall, officers had mixed feelings about the NOPD disciplinary process.
- NOPD officers have positive feelings about the quality of police-community relations and improvements the NOPD has made in recent years.
- Officers rated all police functions about which they were questioned as important, but the functions rated to be least important include conducting foot patrol, issuing traffic tickets, and dealing with noisy parties.
- An overwhelming majority of the officers believe that residents do not understand the problems NOPD officers face.
- Officers were critical of the media's treatment of the NOPD and its officers.

These findings are discussed in more detail below, after a brief discussion of our survey methodology.

### **1. Methodology**

In November and December 2016, the Monitoring Team asked NOPD officers to complete a written survey. The NOPD Compliance Bureau administered the survey under the direction of the Monitoring Team. A Compliance Bureau staff member was assigned to attend roll calls at each platoon at each District, and at Divisions and Bureaus to ask officers to complete the

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surveys. Officers were told that completion of the survey was voluntary and anonymous. Each survey was handed out in a sealed envelope to protect the anonymity of the officer. The majority of the surveys were administered between November 16<sup>th</sup> – 25<sup>th</sup>. The Academy staff and a few others were administered the survey in December.

There were 323 surveys administered, resulting in 281 completed surveys returned, a response rate of 87%. Appendix A contains the distribution of surveys in 2016. The number of respondents reflects the number of officers available. Many officers were on sick leave, vacation, or assigned to other areas of the Department that made administration to a larger number of officers extremely difficult. During the week in November when surveys were administered, many officers were on leave in order to prepare for Bayou Classic coverage. The Department allows officers to take two days off before scheduled special events that may require long working hours.

## 2. Demographics

Table 1 presents demographic information on the 281 participants, although it is important to note that many respondents opted not to answer the demographic questions on the survey. A slight majority of respondents were male (53.0%), although it is notable that over a quarter (26.33%) of participants refused to identify as male or female for the gender question, leaving this item blank. A plurality of respondents (35.6%) indicated they were black, with 23.5% noting white, 2.1% noting Latino/Hispanic, 0.7% noting other, and 31.3% not responding to the question. The race data for sworn officers at NOPD denote 56% black, 39% white, 3% Hispanic and 1% Asian. These data indicate officers reported their race on surveys at approximately the same racial breakdown of NOPD officers generally. Roughly half of respondents (50.5%) indicated they lived in New Orleans and slightly less than half (49.8%) were at the rank of police officer. The respondent's average age was 41.2 years old and the average years of experience were 12.8 years.

**Table 1. Demographics**

	N	%
Gender		
Male	149	53.0
Female	58	20.6
Race		
White	66	23.5
Black	100	35.6
Latino/Hispanic	6	2.1
Other	21	0.7
New Orleans Resident		
Yes	142	50.5
No	92	32.7

**Table 1. Demographics**

	N	%
Rank		
Police Officer	140	49.8
Detective	28	10.0
Sergeant	44	15.7
Lieutenant/Captain	14	5.0
Commander/Other	1	0.4
Age	Mean=41.2 years old	
Years of Experience	Mean=12.8 years	

Note: Percentages do not sum to 100 because of missing values.

## B. Police Officer Survey Analysis

### 1. Section I: Your Working Environment

Section I of the survey contains questions concerning perceptions of the working environment at NOPD (Table 2). Overall, these attitudes are relatively positive. Officers were asked to indicate their level of agreement with seven statements on a scale from 1 (Strongly Disagree) to 4 (Strongly Agree).<sup>1</sup> The average response to “Civilians in my district treat me with respect,” ( $M=3.05$ ), “My district/division provides a quality work environment,” ( $M=3.08$ ), and “I receive training from NOPD that helps me do my job effectively” ( $M=3.03$ ) all fell in the Agree response category. The average rating for the two items pertaining to respect from fellow officers ( $M=3.45$ ) and supervisors ( $M=3.43$ ) had average responses between Agree and Strongly Agree. The most negative attitudes toward the NOPD working environment are for the item regarding the equipment provided by the NOPD to the officers. The average response was neutral ( $M=2.46$ ) with similar percentages of officers indicating they disagreed (48.8%) and agreed (47.7%). Finally, on average, officers believe that the quality of relationships among racial and ethnic groups in the NOPD were good ( $M=3.13$ ).

**Table 2. Responses to Section I: “Your Working Environment”**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	N (%)	N (%)	N (%)	N (%)
1. Civilians in my district treat me with respect. ( $M=3.05$ )	13 (4.6)	29 (10.3)	147 (52.3)	69 (24.6)
2. In my district, my fellow officers treat me with respect. ( $M=3.45$ )	3 (1.1)	9 (3.2)	121 (43.1)	134 (47.7)

<sup>1</sup> In the tables throughout this Report, “N” is the number of respondents and “M” is the average response overall, measured on a scale of Strongly Agree=4, Agree=3, Disagree=2, and Strongly Disagree=1. In general, the more respondents agree with an item, the closer M should be to 4, the more respondents disagree, M would be closer to 1, and a neutral response would be noted as an M score near 2.

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**Table 2. Responses to Section I: “Your Working Environment”**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
3. In my district, my supervisors treat me with respect. ( <i>M</i> =3.43)	6 (2.1)	12 (4.3)	113 (40.2)	140 (49.8)
4. My district/division provides a quality work environment. ( <i>M</i> =3.08)	9 (3.2)	49 (17.4)	122 (43.4)	88 (31.3)
5. I receive training from NOPD that helps me do my job effectively. ( <i>M</i> =3.03)	8 (2.9)	46 (16.4)	146 (52.0)	71 (25.3)
6. I receive equipment from NOPD that helps me do my job effectively. ( <i>M</i> =2.46)	42 (15.0)	95 (33.8)	100 (35.6)	34 (12.1)
	Very Bad	Bad	Good	Very Good
8. Overall, within the NOPD, how would you describe the quality of relationships among differing racial and ethnic groups? ( <i>M</i> =3.13)	4 (1.4)	26 (9.3)	167 (59.4)	69 (24.6)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

In addition to rating the NOPD’s work environment, this section of the survey asks officers to indicate why they joined the NOPD (Table 3). A Majority of respondents report that they joined because they wanted to help make the community a safer place (68.0%) and wanted to help people (66.9%). A large portion of respondents (48.8%) also indicated they joined because they wanted to fight crime.

**Table 3. Reasons to Join the NOPD**

	<i>N</i>	%
It is a good paying job.	40	14.2
It is exciting.	80	28.5
I want to help the community become a safer place.	191	68.0
I want to fight crime.	137	48.8
It provides valuable career opportunities.	85	30.3
It provides job security.	95	33.8
I want to help people.	188	66.9
I want to work details.	19	6.8
It is a tradition in my family.	25	8.9
Other	18	6.4

**Table 3. Reasons to Join the NOPD**

	<i>N</i>	%
<i>Note:</i> Percentages represent the percentage of all survey respondents (281) that indicated they joined the NOPD for a particular reason.		

## 2. Section II: Managers and Supervisors

Section II asked for officer's attitudes regarding managers and supervisors, which are remarkably consistent and positive across all items (Table 4). Regardless of the question asked, the average response was in the agree category (the mean ranged from  $M=3.10$  to  $M=3.33$ ). Additionally, agree was the most common response for all but two questions, with between 40 and 50 percent of the offices reporting they agree with the statements. For the two questions where "agree" was not the most common response, slightly more than 40 percent of the officers indicate they strongly agree. *In sum, officers believe their supervisors are good leaders, are taking the department in the right direction, and treat fellow officers fairly regardless of race, ethnicity, gender, or sexual orientation.*

**Table 4. Responses to Section II: Managers and Supervisors**

	Strongly Disagree <i>N (%)</i>	Disagree <i>N (%)</i>	Agree <i>N (%)</i>	Strongly Agree <i>N (%)</i>
9. Officers in my district treat other officers of differing genders the same. ( $M=3.24$ )	4 (1.4)	26 (9.3)	134 (47.7)	95 (33.8)
10. Supervisors in my district treat officers of differing genders the same. ( $M=3.20$ )	4 (1.4)	31 (11.0)	132 (47.0)	91 (32.4)
11. Within NOPD officers treat other officers of differing race/ethnicity the same. ( $M=3.10$ )	7 (2.5)	41 (14.6)	131 (46.6)	81 (28.8)
12. Within NOPD supervisors treat officers of differing race/ethnicity the same. ( $M=3.17$ )	6 (2.1)	29 (10.3)	138 (49.1)	85 (30.3)
13. Officers in my district treat officers of differing sexual orientations the same. ( $M=3.22$ )	6 (2.1)	21 (7.5)	143 (50.9)	90 (32.0)
14. Supervisors in my district treat officers of differing sexual orientation the same. ( $M=3.24$ )	9 (3.2)	17 (6.1)	138 (49.1)	97 (34.5)
15. My immediate supervisor gives me regular feedback on the quality of my work. ( $M=3.30$ )	7 (2.5)	23 (8.2)	125 (44.5)	118 (42.0)

**Table 4. Responses to Section II: Managers and Supervisors**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
16. I consistently work with the same supervisor. ( <i>M</i> =3.25)	6 (2.1)	28 (10.0)	130 (46.3)	109 (38.8)
17. My district/division commander is open to new ideas and ways of thinking. ( <i>M</i> =3.12)	13 (4.6)	33 (11.7)	123 (43.8)	91 (32.4)
18. My district/division commander is trying to improve NOPD relations with the community. ( <i>M</i> =3.33)	10 (3.6)	14 (5.0)	115 (40.9)	121 (43.1)
19. My district/division commander is a good leader. ( <i>M</i> =3.32)	11 (3.9)	21 (7.5)	100 (35.6)	124 (44.1)
20. The current Superintendent of Police is leading us in the right direction. ( <i>M</i> =3.22)	10 (3.6)	25 (8.9)	120 (42.7)	102 (36.3)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

### 3. Section III: Personnel and Management Systems

The previous section of the survey asked officers questions about managers within the NOPD (immediate supervisor, district/division commander, Superintendent of Police). When asked about these individuals, officers respond positively. The questions in the Personnel and Management Systems section changed direction and included questions about the NOPD as an organization without providing a specific individual to consider (Table 5). Thus, questions here are related to the previous section, in that they ask about individual's perceptions of authority and decision-making within the NOPD, but differ in their focus on the NOPD as an organization.

The shift in focus from individual to agency resulted in lower ratings of fairness. In particular, the average response to the item "The investigation of civilian complaints is fair" fell in the disagree category (*M*=2.13) with a majority (58.0%) of respondents indicating they disagreed or strongly disagreed. A small majority of respondents (50.9%) also indicated that they disagreed or strongly disagreed that the investigation conducted by the Public Integrity Bureau were fair. The average response to items on the quality of Academy training (*M*=2.67), the quality of field training (*M*=2.79), and the fairness of the performance evaluation system (*M*=2.71) fell slightly to the positive side of neutral indicating that they were more positively viewed than the items on the investigation of civilian complaints and the PIB.



**Table 5. Responses to Section III: Personnel and Management Systems**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
21a. Today, NOPD trains newly hired officers well during Academy. ( <i>M</i> =2.67)	25 (8.9)	72 (25.6)	125 (44.5)	36 (12.8)
21b. Today, NOPD trains newly hired officers well during field training. ( <i>M</i> =2.79)	18 (6.4)	55 (19.6)	141 (50.2)	39 (13.9)
22. The performance evaluation system is fair. ( <i>M</i> =2.71)	18 (6.4)	60 (21.4)	148 (52.7)	24 (8.5)
23. The investigation of civilian complaints is fair. ( <i>M</i> =2.13)	83 (29.5)	80 (28.5)	77 (27.4)	20 (7.1)
24. The investigations that are conducted by NOPD's Public Integrity Bureau (PIB) are fair. ( <i>M</i> =2.31)	64 (22.8)	79 (28.1)	85 (30.3)	29 (10.3)
25. If disciplined, my commander would discipline me in a way that is fair. ( <i>M</i> =3.15)	11 (3.9)	17 (6.1)	150 (53.4)	76 (27.1)
26. As an officer, I understand what types of behavior will result in disciplinary action. ( <i>M</i> =3.32)	4 (1.4)	17 (6.1)	136 (48.4)	110 (39.2)
27. I am afraid I will be punished for making an honest mistake. ( <i>M</i> =3.18)	12 (4.3)	44 (15.7)	99 (35.2)	116 (41.3)
28. Most civilian complaints against officers are frivolous. ( <i>M</i> =3.17)	5 (1.8)	49 (17.4)	104 (37.0)	104 (37.0)
29. My career has been affected negatively by civilian complaints. ( <i>M</i> =2.18)	62 (22.1)	119 (42.4)	52 (18.5)	29 (10.3)
30. The civilian complaint system makes the NOPD more accountable to the public. ( <i>M</i> =2.47)	38 (13.5)	87 (31.0)	107 (38.1)	26 (9.3)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

A majority of officers agreed or strongly agreed that “If disciplined, my commander would discipline me in a way that is fair,” (80.5%) and “As an officer, I understand what types of behavior will result in disciplinary action” (87.6%). While this suggests some amount of trust in the disciplinary system at NOPD, a majority of responses also agreed or strongly agreed with the statements, “I am afraid I will be punished for making an honest mistake,” (76.5%) and “Most civilian complaints against officers are frivolous” (74.0%). Thus, there are mixed reports about

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the disciplinary process. As an example of this conclusion, the average response to the item regarding civilian complaints making the NOPD accountable was neutral ( $M=2.47$ ). Despite concerns about the disciplinary process, however, a majority of respondents (64.5%) indicated that they did not believe that their career had been negatively affected by civilian complaints.

#### 4. Section IV: Community Policing and Police/Community Relations

The next section of the survey asked officers for their perceptions of police-community relations in New Orleans. These questions covered a variety of topics, from the treatment of minorities to the effectiveness of youth programs. For the first series of questions (see Table 6), a number of statements about police-community relations were asked with responses ranging from 1 (Strongly Disagree) to 4 (Strongly Agree). For all questions in this series, a majority of officers either agreed or strongly agreed with the statements. The average response was slightly to the positive side of neutral for items regarding community residents' respect for police officers ( $M=2.87$ ), the NOPD receiving more support from the community than two years ago ( $M=2.70$ ), the NOPD being a better organization than two years ago ( $M=2.72$ ), residents trusting the NOPD ( $M=2.80$ ), and resident satisfaction with police services ( $M=2.70$ ). In contrast, the average response to the items regarding interactions with civilians influencing community perceptions of the NOPD ( $M=3.34$ ), law enforcement strategies positively impacting community relations ( $M=3.13$ ), and youth programs improving relations ( $M=3.06$ ) and reducing crime ( $M=3.06$ ) were slightly higher than the agree category.

**Table 6. Responses to Section IV: Community Policing and Police/Community Relations**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
31. Community residents respect police officers in my district. ( $M=2.87$ )	14 (5.0)	41 (14.6)	152 (54.1)	38 (13.5)
32. Generally, NOPD receives more support from the community than two years ago. ( $M=2.70$ )	10 (3.6)	78 (27.8)	111 (39.5)	30 (10.7)
33. My interactions with civilians influence the way the community perceives NOPD. ( $M=3.34$ )	2 (0.7)	16 (5.7)	127 (45.2)	104 (37.0)
34. Law enforcement strategies in my district positively impact relations with the community. ( $M=3.13$ )	4 (1.4)	30 (10.7)	136 (48.4)	69 (24.6)
35. Youth programs improve relations between the NOPD and the community where I work. ( $M=3.06$ )	11 (3.9)	36 (12.8)	108 (38.4)	72 (25.6)

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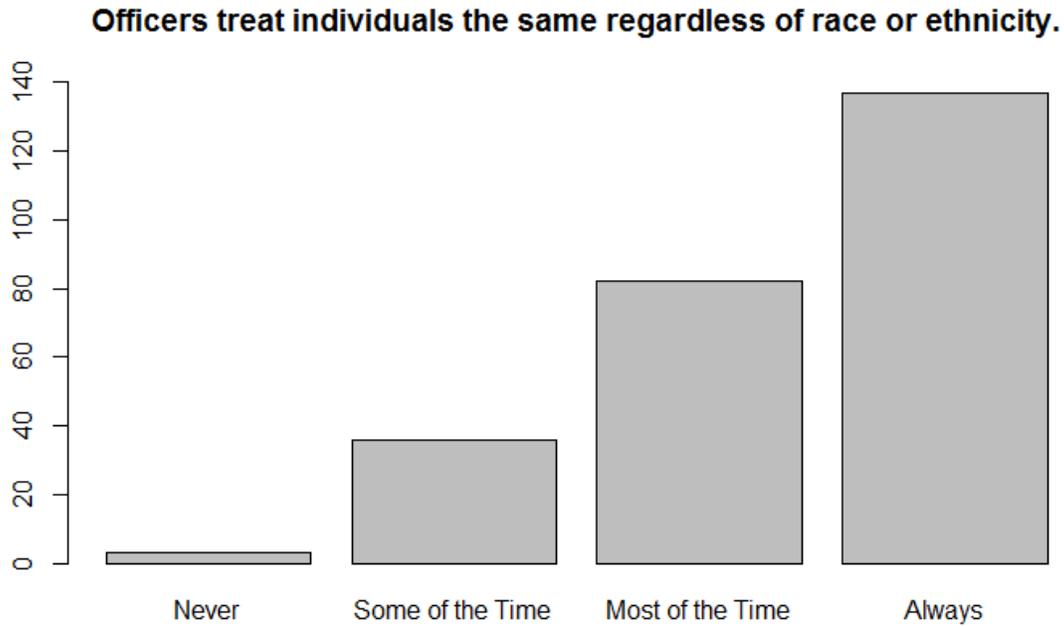
**Table 6. Responses to Section IV: Community Policing and Police/Community Relations**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
36. Youth programs help reduce crime. ( <i>M</i> =3.06)	12 (4.3)	37 (13.2)	114 (40.6)	75 (26.7)
38. Today, the NOPD is a better organization than it was two years ago. ( <i>M</i> =2.72)	15 (5.3)	79 (28.1)	111 (39.5)	41 (14.6)
42. NOPD brings offenders to justice while respecting their rights and complying with the law. ( <i>M</i> =3.29)	1 (0.4)	11 (3.9)	162 (57.7)	89 (31.7)
45. Residents in my district trust the NOPD. ( <i>M</i> =2.80)	8 (2.9)	52 (18.5)	163 (58.0)	20 (7.1)
46. If I lived in my district I would be satisfied with the police services that are provided there. ( <i>M</i> =2.70)	25 (8.9)	53 (18.9)	133 (47.3)	30 (10.7)
	Very Bad	Bad	Good	Very Good
37. Overall, the NOPD provides services that are: ( <i>M</i> =3.11)	3 (1.1)	17 (6.1)	189 (67.3)	53 (18.9)
43. Overall, within the New Orleans community, how would you describe the quality of relationships among differing racial and ethnic groups? ( <i>M</i> =2.95)	5 (1.8)	37 (13.2)	183 (65.1)	35 (12.5)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

In sum, the officers report positive attitudes and perceptions concerning the quality of police-community relations and improvements that NOPD has made in recent years.

To support further this conclusion, a large majority of respondents rated NOPD services as good or very good (86.2%) and rated the relationships among racial and ethnic groups in New Orleans as good or very good (77.7%). Figure 1 displays responses to the item, “The officers in my district/division treat individuals the same regardless of racial, ethnic, gender, sexual, or other affiliation.” By far the most common response to this statement was always, indicating a belief that NOPD officers treat individuals equitably regardless of race.

**Figure 1**

The responses in Table 7 further explore officers' perceptions of the NOPD's treatment of minorities. Almost 13% (12.8%) of officers believe that NOPD officers treated blacks/African-Americans unfairly. However, all other groups listed in the survey were believed to be treated unfairly by approximately 5% of respondents or less.

**Table 7. Treatment of Minorities**

Do NOPD officers treat any of the following groups <i>unfairly</i> ?	<i>N</i>	%
Blacks/African-Americans	36	12.8
Bisexuals	4	1.4
Gay Men	14	5.0
Latinos/Latinas/Hispanics	10	3.6
Lesbian Women	6	2.1
Transgender Individuals	15	5.3
Vietnamese	2	0.7
Women	8	2.9

*Note:* Percentages represent the percentage of all survey respondents (281) that indicated NOPD officers treat a particular group unfairly.



Finally, Table 8 presents two questions related to overall perceptions of the NOPD's relationship with the community. A majority of respondents (59.7%) believe relations between the NOPD and the community in which they work are positive or very positive. However, officers most commonly indicate that compared to two years ago, relationships in their community were about the same (40.6%).

**Table 8. Officer Ratings of Community Relations**

	Very Negative <i>N</i> (%)	Negative <i>N</i> (%)	Neither <i>N</i> (%)	Positive <i>N</i> (%)	Very Positive <i>N</i> (%)
Today, relations between the NOPD police and the community where I work are: ( <i>M</i> =3.69)	4 (1.4)	10 (3.6)	85 (30.3)	135 (48.0)	33 (11.7)
	Much Worse	Worse	About the Same	Better	Much Better
Compared to two years ago, the relations between the NOPD and the community where I work are: ( <i>M</i> =3.46)	5 (1.8)	18 (6.4)	114 (40.6)	80 (28.5)	31 (11.0)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

## 5. Section V: Expectations about the Police Role

Section V examines officers' expectations toward the functions they should perform. Officers were asked to rate the importance of 25 activities on a scale from 1 (Not Important) to 4 (Very Important). The average response and distribution of responses is displayed in Table 9. All functions were rated as being relatively important with average responses above the midpoint in the scale (2.5). The not important category never received more than 10% of the responses. Testifying in court (*M*=3.61), obtaining statements from witnesses (*M*=3.65), working with the community to make neighborhoods safer (*M*=3.69), responding to calls for service (*M*=3.62), talking to civilians to help identify problems (*M*=3.59), dealing with street crime (*M*=3.62), completing criminal offense reports (*M*=3.62), the legality/constitutionality of stops and searches (*M*=3.65), patrolling the streets (*M*=3.64), and general patrol duties (*M*=3.60), all had average responses closer to very important than important. The activities considered to be of least importance were conducting foot patrol (*M*=2.82), issuing traffic tickets (*M*=2.79), and dealing with noisy parties (*M*=2.44).

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**Table 9. Responses to Section V: Expectations about the Police Role**

<i>How important is each activity to you?</i>	Not Important <i>N (%)</i>	Not So Important <i>N (%)</i>	Important <i>N (%)</i>	Very Important <i>N (%)</i>
47. Testifying in court (M=3.61)	1 (0.4)	19 (6.8)	66 (23.5)	185 (65.8)
48. Handling drunk driving offenders (M=3.49)	2 (0.7)	19 (6.8)	94 (33.5)	155 (55.2)
49. Obtaining statements from witnesses (M=3.65)	0 (0.0)	5 (1.8)	86 (30.6)	180 (64.1)
50. Making arrests (M=3.28)	2 (0.7)	40 (14.2)	109 (38.8)	119 (42.4)
51. Dealing with domestic disputes (M=3.37)	3 (1.1)	30 (10.7)	98 (34.9)	135 (48.0)
52. Working with the community to make neighborhoods safer (M=3.69)	1 (0.4)	8 (2.9)	64 (22.8)	199 (70.8)
53. Responding to calls for service (M=3.62)	1 (0.4)	3 (1.1)	93 (33.1)	173 (61.6)
54. Talking to civilians to help identify problems (M=3.59)	1 (0.4)	9 (3.2)	90 (32.0)	170 (60.5)
55. Dealing with street crime (M=3.62)	2 (0.7)	9 (3.2)	80 (28.5)	180 (64.1)
56. Completing criminal offense reports (M=3.62)	1 (0.4)	3 (1.1)	93 (33.1)	170 (60.5)
57. Conducting foot patrol (M=2.82)	20 (7.1)	75 (26.7)	102 (36.3)	67 (23.8)
58. Providing crime prevention education to the public (M=3.34)	4 (1.4)	26 (9.3)	112 (39.9)	125 (44.5)
59. Working with juveniles (M=3.33)	4 (1.4)	33 (11.7)	101 (35.9)	129 (45.9)
60. Conducting drug raids (M=3.07)	6 (2.1)	57 (20.3)	115 (40.9)	89 (31.7)
61. Maintaining crowd control (M=3.32)	7 (2.5)	22 (7.8)	118 (42.0)	121 (43.1)
62. Stopping and searching suspects (M=3.12)	6 (2.1)	41 (14.6)	134 (47.7)	84 (29.9)
63. The legality/constitutionality of stops and searches (M=3.65)	1 (0.4)	6 (2.1)	78 (27.8)	183 (65.1)
64. Patrolling the streets (M=3.64)	1 (0.4)	2 (0.7)	91 (32.4)	175 (62.3)
65. General patrol duties (M=3.60)	1 (0.4)	2 (0.7)	100 (35.6)	165 (58.7)
66. General traffic duties (M=3.32)	3 (1.1)	25 (8.9)	122 (43.4)	118 (42.0)
67. Controlling traffic (M=3.15)	4 (1.4)	49 (17.4)	117 (41.6)	96 (34.2)
68. Issuing traffic tickets (M=2.79)	10 (3.6)	93 (33.1)	104 (37.0)	57 (20.3)
69. Handling neighborhood disputes (M=3.27)	3 (1.1)	28 (10.0)	128 (45.6)	104 (37.0)

**Table 9. Responses to Section V: Expectations about the Police Role**

<i>How important is each activity to you?</i>	Not Important <i>N (%)</i>	Not So Important <i>N (%)</i>	Important <i>N (%)</i>	Very Important <i>N (%)</i>
70. Controlling crowds at public events (M=3.46)	4 (1.4)	17 (6.1)	95 (33.8)	147 (52.3)
71. Dealing with noisy parties (M=2.44)	21 (7.5)	138 (49.1)	75 (26.7)	32 (11.4)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

## 6. Section VI: The Police Department and the Public

The final section of the survey asked police officers for their perceptions of the public. Responses to the first 11 questions in this section were on a scale of 1 (Strongly Disagree), 2 (Disagree), 3 (Not Sure), 4 (Agree), and 5 (Strongly Agree). For these items, the middle category was labeled as “Not Sure.” Substantively, “Not Sure” could fall in between 2 (Disagree) and 4 (Agree), but it could also be an indicator that the individual has no opinion and should not be included on the 1 to 5 scale. Indications of this can be found in responses to items 72, 75, 80, and 81 (among others) where the categories on either side of “Not Sure” have more responses than “Not Sure,” creating a bi-modal distribution.<sup>2</sup> A strongly disagree to strongly agree scale typically has a smoother distribution with frequencies decreasing in order further away from the most common response category. This is the case with all of the other items of this style in this report. Still, for purposes of calculating the mean, “Not Sure” was treated as the neutral category (3) because that is where it was placed in relation to the other categories on the surveys distributed to officers. Thus, some participants may have thought of it as a middle category.

Responses to these questions are relatively neutral, with the mean being closest to the “Not Sure” category for all but one item (Table 10). For that item, an overwhelming majority of respondents (85.4%) indicated that they agreed or strongly agreed that, “Residents do not understand the problems NOPD police officers face.” A majority of respondents also agreed or strongly agreed that people in society would harm cops given the opportunity (53.1%). A majority of respondents (54.8%) also disagreed or strongly disagreed with the statement, “I get tired of listening to civilians complain about everything.”

<sup>2</sup> A bi-modal distribution is a graphical distribution of responses with two peaks, as opposed to the more typical single peak.

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**Table 10. Responses to Section VI: The Police Department and the Public**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Not Sure <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
72. People in society will harm you as a cop, if you give them the opportunity. ( <i>M</i> =3.46)	9 (3.2)	62 (22.1)	49 (17.4)	95 (33.9)	54 (19.2)
73. Most people are honest. ( <i>M</i> =3.10)	17 (6.1)	62 (22.1)	81 (28.8)	98 (34.9)	13 (4.6)
74. In an emergency, most community members would come to the aid of a police officer that needs assistance. ( <i>M</i> =3.30)	11 (3.9)	36 (12.8)	99 (35.2)	108 (38.4)	16 (5.7)
75. In general, you should be suspicious of people. ( <i>M</i> =3.24)	9 (3.2)	80 (28.5)	45 (16.0)	101 (35.9)	30 (10.7)
76. The community shows a lot of respect for the NOPD police. ( <i>M</i> =3.04)	16 (5.7)	73 (26.0)	68 (24.2)	103 (36.7)	6 (2.1)
77. Residents do not understand the problems NOPD police officers face. ( <i>M</i> =4.30)	5 (1.8)	7 (2.5)	17 (6.1)	113 (40.2)	127 (45.2)
78. Many residents try to make NOPD officers look bad. ( <i>M</i> =3.18)	4 (1.4)	79 (28.1)	72 (25.6)	90 (32.0)	23 (8.2)
79. Most civilians have confidence in NOPD police. ( <i>M</i> =3.19)	10 (3.6)	48 (17.1)	102 (36.3)	97 (34.5)	10 (3.6)
80. I get tired of listening to civilians complain about everything. ( <i>M</i> =2.68)	33 (11.7)	121 (43.1)	31 (11.0)	61 (21.7)	20 (7.1)
81. The community doesn't appreciate what we at NOPD do for them. ( <i>M</i> =3.15)	6 (2.1)	95 (33.8)	54 (19.2)	76 (27.1)	36 (12.8)
82. NOPD officers could do a better job if upper management did not interfere so much. ( <i>M</i> =3.40)	8 (2.9)	53 (18.9)	59 (21.0)	73 (26.0)	46 (16.4)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

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The final series of questions ask more questions about the officer's perceptions of the NOPD as an organization (Table 11). Responses to these questions are on a scale from 1 (Strongly Disagree) to 4 (Strongly Agree).

**Table 11. Responses to Section VI: The Police Department and the Public (continued)**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
83. Officers rarely get rewarded for doing a good job. ( <i>M</i> =3.17)	8 (2.9)	42 (15.0)	118 (42.0)	105 (37.4)
84. Landing a good NOPD assignment is based on "who you know." ( <i>M</i> =3.05)	9 (3.2)	64 (22.8)	99 (35.2)	95 (33.8)
85. If you make a mistake, NOPD will give you a second chance. ( <i>M</i> =2.39)	32 (11.4)	104 (37.0)	109 (38.8)	11 (3.9)
86. Hard work can result in opportunities to get ahead within NOPD. ( <i>M</i> =2.64)	27 (9.6)	76 (27.1)	124 (44.1)	36 (12.8)
87. NOPD officers could do a better job if politicians did not interfere. ( <i>M</i> =3.25)	6 (2.1)	37 (13.2)	103 (36.7)	113 (40.2)
88. In general, the news media treat NOPD officers fairly. ( <i>M</i> =1.98)	97 (34.5)	93 (33.1)	56 (19.9)	18 (6.4)
89. The media is interested in stories about the NOPD only when an officer gets in trouble. ( <i>M</i> =3.37)	12 (4.3)	30 (10.7)	73 (26.0)	155 (55.2)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

As noted above, responses to these questions tend to show relatively cynical opinions toward the assignment and incentive structures within the NOPD, as well as cynical attitudes about the way the media cover NOPD. The average responses to the statements, "Officers rarely get rewarded for doing a good job," (*M*=3.17), "Landing a good NOPD assignment is based on 'who you know'," (*M*=3.05), "NOPD officers could do a better job if politicians did not interfere," (*M*=3.25), and "The media is interested in stories about the NOPD only when an officer gets in trouble," (*M*=3.37) all were closest to the agree category. Additionally, a majority of respondents disagreed or strongly disagreed that the news media treat NOPD officers fairly (67.6%).

## C. Police Officer Survey Comparisons (2014 – 2016)

### 1. Executive Summary

As described above, the Monitoring Team surveyed NOPD officers in 2014 and 2016, as required by the Consent Decree. For the current survey, some modifications were made to questions in order to clarify terms, simplify questions, and refine terms (for example,

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differentiating between “police officers” and “NOPD officers”). The majority of the questions asked in 2014 and 2016 were similar even with those minor changes. This report provides an opportunity to examine differences and similarities in officer attitudes and perceptions between the two-time periods. The 2016 survey was answered by a smaller number of officers and, as a result, there were sizeable differences on a number of key demographics, including gender and years of experience, which should be considered comparing the two survey results. Our analyses were split into six sections measuring different aspects of policing. Listed below are the sections and the major findings.

*Section I: Police Work and Your Working Environment*

- Improved perceptions of the NOPD’s working environment

*Section II: Managers and Supervisors*

- Improved perceptions of equality within the NOPD and higher evaluations of command staff.
- Officers are more likely to rate the Superintendent of Police as “leading us in the right direction.”

*Section III: Personnel and Management Systems*

- Improved perceptions of fairness in NOPD discipline and investigations of wrongdoing
- A decrease in officer cynicism regarding civilian complaints

*Section IV: Community Policing and Police/Community Relations*

- Items in this Section IV varied in their topics but were found to cover four areas, all of which saw significant improvement:
  - Perceived effectiveness of NOPD services
  - Officer buy-in to youth programs
  - Perceived respect/trust in the NOPD
  - Citizens’ perceived fairness of the NOPD

*Section V: Expectations about the Police Role*

- The importance of police functions were roughly equivalent across both surveys

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*Section VI: The Police Department and the Public*

- Improved perceptions of the fairness of NOPD personnel decisions
- An improvement in attitudes towards the public

**2. Police Officer Survey Comparison: Introduction**

The surveys of NOPD officers conducted in 2014 and 2016 had a number of comparable questions that allow the officer attitudes to be examined between the two time periods. While the results indicate a number of similarities on important attitudes, there were also some key differences in the responses. Before discussing the results, it's important to explain who took the surveys. First, 449 officers completed the survey in 2014 while 281 officers completed it in 2016. Second, two-thirds of participants in the 2014 survey were male, while roughly half of participants were male in the 2016 survey. The racial/ethnic make-up of both surveys was very similar and both surveys had individuals at the rank of police officer make up slightly less than half of the respondents. Finally, while the average age of participants was very similar at just over 40 years old, the average number of years of experience decreased from just over 16 years as a police officer in 2014 to just under 13 years in 2016.

**Table 1. Demographic Comparisons**

	2014 Percentage	2016 Percentage
Gender		
Male	66.4	53.0
Female	12.0	20.6
Race		
White	26.7	23.5
Black	33.2	35.6
Latino/Hispanic	0.9	2.1
Other	6.0	7.5
New Orleans Resident		
Yes	51.9	50.5
No	32.3	32.7
Rank		
Police Officer	44.1	49.8
Detective	12.5	10.0
Sergeant	13.1	15.7
Lieutenant/Captain	6.2	5.0
Commander/Other	3.1	0.4
Age (Mean)	43.7	41.2
Years of Experience (Mean)	16.4	12.8

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**Table 1. Demographic Comparisons**

	2014 Percentage	2016 Percentage
--	-----------------	-----------------

*Note:* Percentages do not sum to 100 because of missing values.

In sum, there were fewer participants in the 2016 survey, a smaller percentage of them were male, and on average they had less experience than the officers who completed the survey in 2014. While these differences do not prevent comparisons between the survey results, they may explain some differences in the results of the surveys.

### 3. Section I: Police Work and Your Working Environment

The first section of both surveys asked NOPD officers for their perceptions of their working environment. Items were asked on a scale from 1 (Strongly Disagree) to 4 (Strongly Agree) with the exception of item 8 which was on a scale from 1 (Very Bad) to 4 (Very Good). The items were not exactly the same across both surveys, but were very similar. Appendix B contains the original distribution of responses to these questions from 2014 and 2016, while Table 2 presents the average (“M”) response to the items. The average response provides a more concise method of comparison given the large difference in sample sizes from 2014 to 2016. All seven items were coded such that higher values represented a better working environment and each item had a higher average response in 2016 than in 2014. This suggests that respondents to the 2016 survey had better perceptions of their working environment than did the respondents to the 2014 survey.<sup>3</sup>

**Table 2. Average Responses to Section I: “Police Work and Your Working Environment**

	2014 Average (“M”)	2016 Average (“M”)
1. Citizens in my district treat me with respect.	2.75	3.05
2. In my District, my fellow officers treat me with respect.	3.36	3.45
3. In my District, my supervisors treat me with respect.	3.24	3.43
4. My district/division provides a quality work environment.	2.50	3.08
5. I receive training from NOPD that helps me do my job effectively.	2.49	3.03

<sup>3</sup> To further reinforce this finding, a scale was constructed to represent perceptions of the working environment using regression scores from exploratory factor analysis. The t-test method can be used to compare variables for two independent groups. For example, this method may be used to “test” whether perceptions differ between officers. A t-test comparing the scale scores revealed significant differences between 2014 and 2016 with 2016 having higher scores than 2014,  $t(503.58)=-10.07, p<0.01$ .

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**Table 2. Average Responses to Section I: “Police Work and Your Working Environment**

	2014 Average (“M”)	2016 Average (“M”)
6. I receive equipment from NOPD that helps me do my job effectively.	1.87	2.46
8. Overall, within the NOPD, how would you describe the quality of relationships among differing racial and ethnic groups?	2.86	3.13

*Note: The items were not exactly the same between 2014 and 2016 but were close enough for comparison. The items presented here reflect the 2016 wording of the items.*

#### 4. Section II: Managers and Supervisors

Section II asked respondents a series of questions about their perceptions of their managers and supervisors. As with Section I, the distribution of items for 2014 and 2016 are presented in Appendix B and the average responses are offered in Table 3. Responses to this section were on a scale from 1 (Strongly Disagree) to 4 (Strongly Agree). All items were worded in such a manner that higher scores represented more positive perceptions of officers’ managers and supervisors. All items except for item 16 (I consistently work with the same supervisor) had higher average scores in 2016. Item 16 had roughly equivalent average scores in 2014 and 2016.

To get a clearer picture of differences in officer perceptions in 2014 and 2016, exploratory factor analysis (EFA) was conducted on the items in Section II. This type of statistical analysis is used to identify if relationships exist between various variables, or factors.<sup>4</sup> The first factor represented perceptions of equality within the NOPD and included items 9 through 14. The second factor represented perceptions of NOPD command staff and consisted of items 17 through 19. Items 15 and 16 dealt largely with procedural issues (consistent feedback, working with the same supervisor) and had small increases in perceptions from 2014 to 2016. Item 20 asked for perceptions of the Superintendent of Police and had the largest difference in perceptions from 2014 to 2016. Regression scores were computed for the two factors identified in the EFA. These scores provide comparisons between groups on different items on the survey. T-tests of the difference between scores in 2014 and 2016 revealed significant differences in perceptions of equality within the NOPD,<sup>5</sup> and perceptions of NOPD command staff.<sup>6</sup> For both factors, 2016 participants had higher scores representing more positive perceptions of managers and supervisors.

<sup>4</sup> EFA is a statistical method utilized for examining patterns and relationships across items and respondents in data sets. The analysis revealed an overall shift in attitudes of 2016 respondents relative to 2014 on two factors. For both factors, 2016 participants had higher scores representing more positive perceptions of managers and supervisors.

<sup>5</sup>  $t(511.45)=-8.69, p<0.01$

<sup>6</sup>  $t(515.40)=-5.94, p<0.01$

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**Table 3. Average Responses to Section II: Managers and Supervisors**

	2014 Average	2016 Average
9. Officers in my district treat other officers of differing genders the same.	2.79	3.24
10. Supervisors in my district treat officers of differing genders the same.	2.62	3.20
11. Within NOPD, officers treat other officers of differing race/ethnicity the same.	2.79	3.10
12. Within NOPD, supervisors treat officers of differing race/ethnicity the same.	2.68	3.17
13. Officers in my district treat officers of differing sexual orientations the same.	2.87	3.22
14. Supervisors in my district treat officers of differing sexual orientations the same.	2.85	3.24
15. My immediate supervisor gives me regular feedback on the quality of my work.	2.97	3.30
16. I consistently work with the same supervisor.	3.24	3.25
17. My district/division commander is open to new ideas and ways of thinking.	2.87	3.12
18. My district/division commander is trying to improve NOPD relations with the community.	2.91	3.33
19. My district/division commander is a good leader.	3.04	3.32
20. The current Superintendent of Police is leading us in the right direction.	1.73	3.22

*Note: The items were not exactly the same between 2014 and 2016 but were close enough for comparison. The items presented here reflect the 2016 wording of the items.*

## 5. Section III: Personnel and Management Systems

The third section asked respondents a series of questions regarding their perceptions of personnel and management systems. Responses to this section were scored from 1 (Strongly Disagree) to 4 (Strongly Agree). The distribution of responses for both years can be found in Appendix B, while the average scores can be found in Table 4. Items regarding the fairness of the performance evaluation system, the investigation of civilian complaints, investigations conducted by the PIB, discipline delivered by commanders, and clear expectations for punishment had higher average responses in 2016. Other items regarding civilian complaints and being punished for making an honest mistake had similar average scores in 2014 and 2016.

An EFA was conducted on the items in Section III to create scale scores of perceptions of personnel and management systems. The EFA resulted in two factors. The first included items 22 to 26 and measured the fairness of NOPD discipline and investigations. The second factor

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included items 27 to 29 and examined officer cynicism regarding civilian complaints. Item 30 did not load on either factor and the average score was relatively stable across the two surveys. Using the scale scores computed from the EFA, t-tests were conducted to determine the extent to which perceptions of these factors changed from 2014 to 2016. The perceived fairness of NOPD discipline and investigations significantly increased in 2016.<sup>7</sup> Officer cynicism regarding civilian complaints decreased slightly from 2014 to 2016.

**Table 4. Average Responses to Section III: Personnel and Management Systems**

	2014 Average	2016 Average
22. The performance evaluation system is fair.	2.25	2.71
23. The investigation of civilian complaints is fair.	1.85	2.13
24. The investigations that are conducted by NOPD's Public Integrity Bureau (PIB) are fair.	1.86	2.31
25. If disciplined, my commander would discipline me in a way that is fair.	2.88	3.15
26. As an officer, I understand what types of behavior will result in disciplinary action.	3.06	3.32
27. I am afraid I will be punished for making an honest mistake.	3.20	3.18
28. Most civilian complaints against officers are frivolous.	3.12	3.17
29. My career has been affected negatively by civilian complaints.	2.19	2.18
30. The civilian complaint system makes the NOPD more accountable to the public.	2.41	2.47

*Note: The items were not exactly the same between 2014 and 2016 but were close enough for comparison. The items presented here reflect the 2016 wording of the items.*

## 6. Section IV: Community Policing and Police/Community Relations

Section IV asked officers questions regarding their attitudes towards community policing and perceptions of the NOPD's relationship with the New Orleans community. Responses to items in this section were on a scale from 1 to 4 but varied in the labels for each scale. Most of the items were scored from strongly disagree to strongly agree. Item 37 was scaled from very bad to very good in 2016 and from poor to excellent in 2014. Item 43 was scaled from very bad to very good in 2016 and from very badly to very well in 2014. The average response to each item is included in Table 5, and the original distribution of responses is presented in Appendix B. Item 34 was worded in the opposite direction in 2014 and so is reverse coded in Table 5. Responses to each of the items presented in the table show improvements for the NOPD with the exception of item 33 which remained relatively stable.

<sup>7</sup>  $t(479.31)=-6.29, p<0.01$

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As with the other sections, EFA was run on the items in Section IV. The EFA revealed the presence of four factors represented by two items each. Items 33, 34, and 43 did not load on any factors and are best examined as independent items. Item 33 measuring the perceived ability of officers to alter citizen perceptions remained relatively stable across the two surveys. Item 34, which examined the perceived ability of law enforcement strategies to impact community relations increased in 2016. It should be noted, however, that this item was worded differently in 2014 and 2016. In the baseline survey, the prompt stated, “Law enforcement strategies in my district “negatively” impact relations with the community.” In the 2016 follow up survey, the item is framed using “positively.” Item 43 asked officers for their perceptions of racial/ethnic relations in New Orleans, and showed a small increase in 2016.

With regard to the four scale scores created by the EFA, the first factor measured the effectiveness of police services and was represented by items 37 & 46. The second factor measured buy-in to youth programs and was represented by items 35 & 36. The third factor measured perceived respect/trust in the NOPD and was represented by items 31 & 45. Finally, the fourth factor measured perceived fairness of NOPD and was represented by items 39 & 42. T-tests of each factor showed significant positive increases in 2016.<sup>8</sup>

**Table 5. Average Responses to Section IV: Community Policing and Police/Community Relations**

	2014 Average ("M")	2016 Average ("M")
31. Community residents respect police officers in my district.	2.61	2.87
33. My interactions with civilians influence the way the community perceives NOPD.	3.38	3.34
34. Law enforcement strategies in my district positively impact relations with the community.	2.78	3.13
35. Youth programs improve relations between the NOPD and the community where I work.	2.61	3.06
36. Youth programs help reduce crime.	2.82	3.06
37. Overall, the NOPD provides services that are: (Very Bad/Very Good)	2.20	3.11
39. The officers in my district/division treat individuals the same regardless of racial, ethnic, gender, sexual, or other affiliation.	3.12	3.37

<sup>8</sup> First factor t-test:  $t(440.02)=-10.58, p<0.01$

Second factor t-test:  $t(483.97)=-6.86, p<0.01$

Third factor t-test:  $t(443.57)=-7.75, p<0.01$

Fourth factor t-test:  $t(452.20)=-9.65, p<0.01$



**Table 5. Average Responses to Section IV: Community Policing and Police/Community Relations**

	2014 Average ("M")	2016 Average ("M")
42. NOPD brings offenders to justice while respecting their rights and complying with the law.	3.07	3.29
45. Residents in my district trust the NOPD.	2.45	2.80
46. If I lived in my district I would be satisfied with the police services that are provided there.	2.17	2.70
43. Overall, within the New Orleans community, how would you describe the quality of relationships among differing racial and ethnic groups?	2.67	2.95

*Note:* The wordings for some of these items varied between 2014 and 2016. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2016. Item 34 was asked in the opposite direction in 2014. It was reverse coded for the mean presented in this table.

#### 7. Section V: Expectations about the Police Role

The fifth section of the officer survey asked the officer to indicate how important a number of different duties were to the officer. In 2014 these items were asked on a scale from 1 (Not Important at All) to 5 (Very Important), while in 2016 these items were asked on a scale from 1 (Not Important) to 4 (Very Important). To compare the average responses (Table 6), scores to the 2014 survey were converted to a 4-point scale. This conversion provides the opportunity for rough comparisons and is utilized in other sections, however, the averages presented in Table 6 are very similar across years. As a result, in this section, no strong conclusions can be drawn regarding whether officer perceptions changed in either direction.

**Table 6. Average Responses to Section V: Expectations about the Police Role**

	2014 Average ("M")	2016 Average ("M")
47. Testifying in court		3.61
48. Handling drunk driving offenders	3.56	3.49
49. Obtaining statements from witnesses	3.74	3.65
50. Making arrests	3.28	3.28
51. Dealing with domestic disputes	3.43	3.37
52. Working with the community to make neighborhoods safer	3.66	3.69
53. Responding to calls for service	3.66	3.62



**Table 6. Average Responses to Section V: Expectations about the Police Role**

	2014 Average ("M")	2016 Average ("M")
54. Talking to civilians to help identify problems	3.70	3.59
55. Dealing with street crime	3.71	3.62
56. Completing criminal offense reports	3.58	3.62
57. Conducting foot patrol	2.84	2.82
58. Providing crime prevention education to the public	3.34	3.34
59. Working with juveniles	3.40	3.33
60. Conducting drug raids	3.33	3.07
61. Maintaining crowd control	3.42	3.32
62. Stopping and searching suspects	3.20	3.12
63. The legality/constitutionality of stops and searches	3.69	3.65
64. Patrolling the streets	3.66	3.64
65. General patrol duties	3.58	3.60
66. General traffic duties	3.14	3.32
67. Controlling traffic	3.08	3.15
68. Issuing traffic tickets	2.78	2.79
69. Handling neighborhood disputes	3.33	3.27
70. Controlling crowds at public events	3.49	3.46
71. Dealing with noisy parties	2.67	2.44

*Note: 2014 questions were asked on a 5-point scale. 2016 questions were asked on a 4-point scale.*

## 8. Section VI: The Police Department and the Public

The last section on the survey asked officers for their perceptions of the public and its perceptions of police officers. Items 72 to 82 were asked on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree) in both 2014 and 2016. In contrast, items 83 to 89 were asked on a scale from 1 (Strongly Disagree) to 4 (Strongly Agree) in 2016, but on the same 5-point scale as items 72 to 82 in 2014. Table 7 presents the average response to each item with 2016 responses to items 83 to 89 converted to a 4-point scale.

An EFA was conducted on the responses to Section VI to determine the extent to which perceptions changed from 2014 to 2016. The EFA revealed two factors present in this section. The first factor covered items 72 to 76 and 78 to 81 and measured attitudes toward the public.

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The second factor covered items 82 to 86 and measured perceptions of fairness in NOPD personnel decisions. Items 77, 87, 88, and 89 were not included because they either did not load on a factor or were not consistent in content with the other items in the factor. Item 77 asked officers to indicate their agreement with the statement “residents do not understand the problems NOPD police officers face” and was relatively stable from 2014 to 2016. Item 87 asked for officer perceptions of politician interference in law enforcement function and was also stable from 2014 to 2016. Items 88 and 89 examined officer perceptions of the media. Both items indicated improvements in officer perceptions of the media.<sup>9</sup>

**Table 7. Average Responses to Section VI: The Police Department and the Public**

	2014 Average ("M")	2016 Average ("M")
72. People in society will harm you as a cop, if you give them the opportunity.	3.22	3.46
73. Most people are honest.	3.18	3.10
74. In an emergency, most community members would come to the aid of a police officer that needs assistance.	3.11	3.30
75. In general, you should be suspicious of people.	3.19	3.24
76. The community shows a lot of respect for the NOPD police.	2.68	3.04
77. Residents do not understand the problems NOPD police officers face.	4.36	4.30
78. Many residents try to make NOPD officers look bad.	3.45	3.18
79. Most civilians have confidence in NOPD police.	3.06	3.19
80. I get tired of listening to civilians complain about everything.	2.66	2.68
81. The community doesn't appreciate what we at NOPD do for them.	3.48	3.15
82. NOPD officers could do a better job if upper management did not interfere so much.	3.70	3.40
83. Officers rarely get rewarded for doing a good job. <sup>1</sup>	4.25	3.80

<sup>9</sup> T-tests were conducted on the scale scores created by the EFA and revealed a non-significant difference in attitudes towards the public,  $t(433.45)=1.86, p=0.06$ , with 2016 having slightly improved attitudes. There was a significant difference in perceptions of fairness in NOPD personnel decisions,  $t(482.81)=-6.30, p<0.01$ , such that officers believed the NOPD to be a more fair department in 2016 than it was in 2014.

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**Table 7. Average Responses to Section VI: The Police Department and the Public**

	2014 Average ("M")	2016 Average ("M")
84. Landing a good NOPD assignment is based on who you know. <sup>1</sup>	3.96	3.66
85. If you make a mistake, NOPD will give you a second chance. <sup>1</sup>	2.33	2.87
86. Hard work can result in opportunities to get ahead within NOPD. <sup>1</sup>	2.70	3.17
87. NOPD officers could do a better job if politicians did not interfere. <sup>1</sup>	3.96	3.90
88. In general, the news media treat NOPD officers fairly. <sup>1</sup>	1.74	2.38
89. The media is interested in stories about the NOPD only when an officer gets in trouble. <sup>1</sup>	4.49	4.04

*Note: The wording for some of these items varied between 2014 and 2016. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparison by researchers consulted by the Monitoring Team. All wording in this table reflect the wording of the items in 2016.*

<sup>1</sup>Item was on a 4-point scale in 2016, but a 5-point scale in 2014. To be consistent with the rest of the table 2016 items are converted to a 5-point scale.

## 9. Conclusion

The importance of improvements in officer attitudes and beliefs is a necessary step in making changes in officer behavior. Improved officer perceptions about best practices in policing can ensure the sustainability of changes in the Department after the Consent Decree Monitors leave. This report shows positive indicators that officer attitudes and perceptions have improved over the past two years. Specifically, officers indicated improvements in the perception of fairness of their own practices, and reduced cynicism towards citizen complaints.<sup>10</sup>

<sup>10</sup> DiStefano, C., Zhu, M., & Mindrila, D. (2009). Understanding and using factor scores: Considerations for the applied researcher. *Practical Assessment, Research & Evaluation, 14*, 1-11.

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## VII. DETAINEE SURVEY

### A. Executive Summary

The Monitoring Team surveyed suspects detained by New Orleans Police Department officers in December 2016. The survey collected data from 74 individuals who were interviewed and asked to answer questions from a prepared survey. Participants in the survey had demographic characteristics that would be expected of a sample of offenders.<sup>11</sup> Detainees rated NOPD officers as relatively neutral on a variety of domains including treating suspects with respect, politeness, and listening to them. In contrast, detainees rated NOPD officers negatively on issues of trustworthiness and detainees' confidence in the officers. These negative ratings were consistent when questions of trustworthiness and confidence were asked using different methods. Similar to the detainee ratings of officers, their ratings of the NOPD as an agency also had negative ratings for trustworthiness and detainees' confidence in the police department.

Detainees also felt the NOPD's professionalism, community relations, respectfulness, and treatment of minorities had not changed over the past 2 years. In rating the NOPD's use of force, a majority of respondents (60.3%) felt that use of force had increased in recent years and a majority (56.2%) felt that NOPD officers routinely used excessive force. Detainees also did not rate the NOPD highly on their treatment of minorities. On average, respondents did not believe that the NOPD treated the black community or Latino community fairly and a majority (56.1%) agreed that NOPD officers engage in racial profiling.

When answering questions regarding the arrest that led to their present detention, participants had slightly negative ratings toward police officers explaining the reason they stopped the participant and police officers giving participants a chance to explain themselves. These slight negative ratings are particularly important to the NOPD because they represent the concept of procedural justice, which has been shown to improve trust in law enforcement agencies.<sup>12</sup> As noted above, trust in the NOPD and its officers was low among the participants of the survey.

Participants were neutral in their willingness to contact the NOPD in the future regarding suspicious behavior or crimes that they witnessed. Furthermore, a simple bivariate correlation demonstrated that these ratings were related to perceptions of the NOPD, suggesting that improving perceptions of the NOPD could improve the community's willingness to contact the NOPD regarding criminal behavior. This approach looks for relationships between ratings. For example, there may be a relationship between how one may perceive the NOPD and how one may react to witnessing criminal activity.

Finally, it is important to keep in mind our survey measures *perceptions* – not facts. For example, a detainee's view of NOPD conduct may or may not reflect the reality of that conduct.

<sup>11</sup> The sample population is comprised as follows: Black: 69.01%, White: 19.72%, Latino/Hispanic: 4.23%, & Other: 7.04%

<sup>12</sup> Tyler, T.R. (1990). *Why people obey the law*. New Haven, CT: Yale University Press.

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Any number of factors could affect the detainee's response. Understanding a detainee's perception, however – just like understanding an officer's perception and a citizen's perception – is an important component of the survey project. Measuring changes in perception over time gives the Monitoring Team and the NOPD an additional data element with which to assess the effectiveness of the various requirements of the Consent Decree. Additionally, identifying perceived problems allows the Monitoring Team to focus its resources to determine whether the perceptions equate with reality.

### **1. Survey Results**

Data for this report come from surveys of a population of 74 individuals detained by the NOPD. All detainees arriving or present in holding for processing at the Orleans Parish Sheriff's Office Jail during the evening period of time between 5:30 pm-1:30 am on Tuesday, December 6th through Saturday, December 11, 2016 were asked to participate in a survey interview. A qualitative design with structured interviews was chosen for this study, since it has potential to reveal in-depth knowledge of complex aspects of a sensitive topic where little is known.<sup>13</sup>

### **2. Recruitment and participants**

Community members and members of the Mentoring Team recruited participants for the 2016 Detainee Survey from the holding area of the Orleans Parish Sheriff's Office Jail. When a NOPD officer would bring an arrestee to the jail, he or she was approached by a trained interviewer and asked to participate in a survey interview. The selection criteria for participating in the survey were (i) being arrested by an NOPD officer (subjects brought in by state patrol or another parish, for example, were ineligible), (ii) presence in the holding area during data collection (Tuesday-Sunday, 5:30pm-~1am), and (iii) English-speaking. We approached all NOPD detainees, in custody in the OPSO holding area during data collection. There were 80 detainees asked to participate, four declined (3 who were on heroin and one other refusal), and two were excluded as they did not speak English. We ended up with 74 successful interviews.

### **3. Interviews**

The interviews were conducted in private cells within the holding area while the detainees awaited further processing by the jail staff. The interviewers explained the reason and goals of the interview, as well as confidentiality and that participation was voluntary. Each interview team included one trained community member who would read the questions, another who would record answers on a paper form. Each interview was observed/supervised by a member of the Monitoring Team. The style of the interviews was conversational but standardized. The subjects were asked to reflect on their perceptions of NOPD and NOPD officers, as well as their experience being arrested by NOPD. The interviewers were male and female, white and black community members, aged 21-65, specially trained for and experienced in qualitative research

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<sup>13</sup> See Oakes 2009.

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for interviewing on sensitive topics. The interviews were conducted in English and lasted between 10 and 25 minutes.

The individuals agreeing to participate in the survey were asked a variety of questions about their perceptions of the NOPD, their perceptions of NOPD officers, and their perceptions of the arrest that led to their present detention. A similar survey of detainees was conducted in 2014. Prior to examining the perceptions of the detainees, it is important to examine the individual characteristics of those providing the information.

#### 4. Demographic Characteristics

Table 1 presents information on the demographic characteristics of the 74 participants. The vast majority of the participants were male with only 11 females participating (15.1%). Additionally, the majority of respondents (49, 67.1%) were black with the next highest number of respondents were white (14, 19.2%). Most participants reported being a resident of the city of New Orleans (59, 80.8%) with the average resident reporting living in New Orleans for 19.2 years. Only two respondents (2.7%) identified as belonging to the LGBT community and almost all of the participants (68, 93.2%) spoke English. It should be noted that detainees identified as not speaking English did communicate with our team, but stated they preferred a second language. When the team offered language support, however, the respondents preferred not to participate; therefore, these two incomplete surveys were discarded and both noted as a refusal.

**Table 1. Respondent Demographic Characteristics**

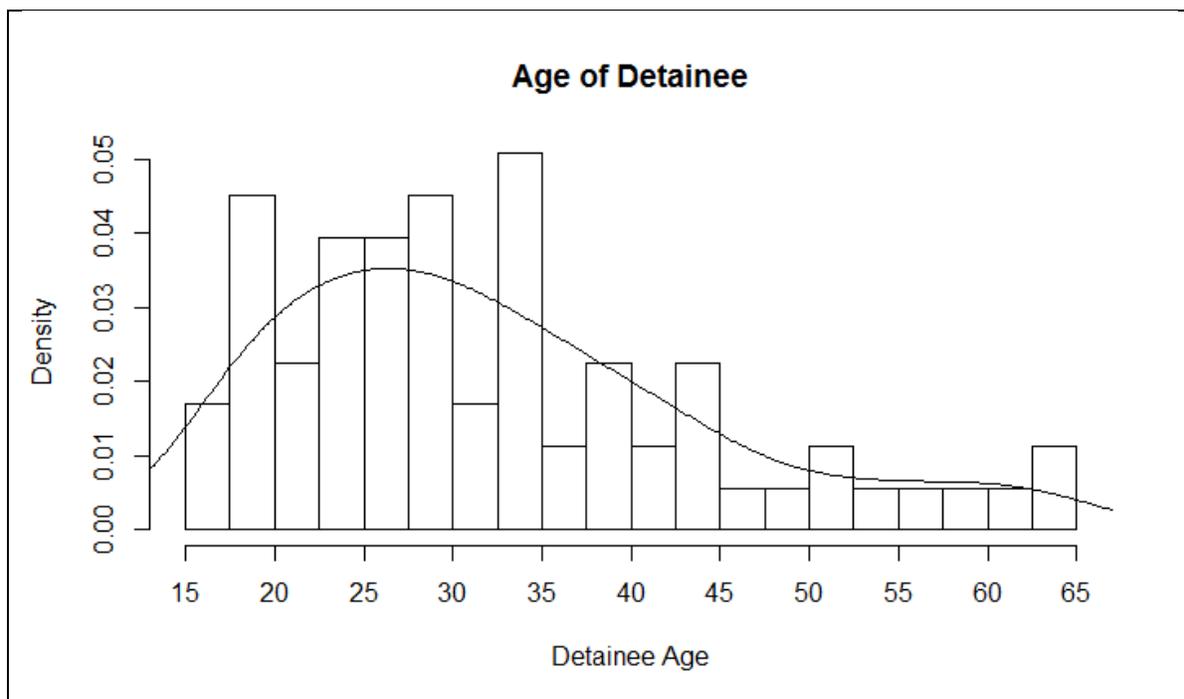
	N	%
Gender		
Male	57	78.1
Female	11	15.1
Race		
White	14	19.2
Black	49	67.1
Latino/Hispanic	3	4.1
Other	5	6.8
New Orleans Resident	59	80.8
How long?		Mean=19.2 years
Identify as LGBT	2	2.7
Speak English	68	93.2

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing.



Most of the demographic characteristics of this sample reflect what would be expected from a sample of individuals detained by the police. For example, arrest data routinely demonstrates that males are arrested more frequently than females.<sup>14</sup> The findings with respect to age, however, are somewhat more surprising. The average age of respondents to this survey was 33 years. This figure is slightly misleading as these data, as is typical with most data on arrestees, have a right skew.<sup>15</sup> To account for this skew a density curve<sup>16</sup> of the age of the detainees included in this survey is shown in Figure 1. As can be seen by the line in the figure, right skew is apparent with most responses concentrated around the mid to late 20s. The traditional age-crime curve that would be expected by criminologists has a much sharper peak that occurs earlier – usually around age 20.<sup>17</sup>

**Figure 1. Age of Detainee**



<sup>14</sup> Data from the FBI's 2015 Uniform Crime Reports (UCR) indicate that, nationally, roughly 73% of arrests reported in the UCR were of male offenders. This number closely mirrors the 78% reported here.

<sup>15</sup> Right skew means most of the data are concentrated around the lower end of the range of responses with some responses much higher than the rest of the data. As a result of this distribution, averages will not reflect the area of concentration and will be higher than expected.

<sup>16</sup> A density curve is a computer-generated line that reflects the concentration of respondents across the range of reported responses.

<sup>17</sup> See Hirschi & Gottfredson, 1983.



It is important to note this distinction prior to discussing the results of the substantive questions as it has been suggested that age plays an important role in individuals' perceptions of the police.<sup>18</sup>

Finally, respondents were asked to indicate how much contact they had with the NOPD in the last 6 months and the last 2 years. Figures showing the distribution of the amount of contact can be found in Appendix C. Regarding being stopped by the NOPD, survey participants were most likely to respond that they had been stopped once in the past 6 months and twice in the past two years. For previous arrests, participants were most likely to indicate they had been arrested once regardless of the time frame. Importantly, these figures indicate that the respondents in our survey had previous contact with the NOPD.

## **B. Detainee Survey Analysis**

### **1. General Attitudes toward NOPD Officers**

The survey of these detainees focused on understanding their perceptions of police officers. Specifically, the survey asked detainees to indicate their level of agreement with a number of statements regarding their perceptions of NOPD officers. Responses to these items are summarized in Table 2. Statements were scored on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree). By assigning numerical values to each response category it is possible to estimate an average rating for each statement. For example, with regards to the first statement, on average survey respondents gave a score of 2.99 to the statement: "Generally, NOPD officers do their jobs the right way." Given that 3 was the rating for the "Neither Agree/Disagree" category, it can then be stated that on average survey respondents fell into the neutral "Neither Agree/Disagree" category regarding the statement on NOPD officers doing their jobs the right way.

Almost 36% of respondents disagreed with the statement that they were satisfied with the way NOPD officers handle themselves. The average rating for the item fell slightly below the neutral category. Interestingly, the average rating for the statement, "When dealing with me, NOPD officers treat me with respect" was slightly above the neutral category as nearly 40% of respondents agreed with the statement. For the items "When dealing with me, NOPD officers are polite" and "In general, NOPD officers are polite when dealing with the general public" the average rating fell slightly below the neutral category with between 30 and 40% of respondents disagreeing with the statements. Somewhat more negative ratings were seen for the statements "Generally, NOPD officers listen to me," "I am satisfied with the way NOPD officers treat me," and "I am satisfied with the way NOPD officers do their job." For each of these statements, the percentage of respondents disagreeing with the statement approached a majority as 49.3%, 46.5%, and 46.5% of respondents fell in the "Disagree" or "Strongly Disagree" for each of the

<sup>18</sup> See Fagan & Tyler, 2005. Younger individuals likely have more frequent contact with the police than older people and may perceive officers in different ways than the slightly older group whose attitudes are reported here.

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three items, respectively. For the item “I have confidence in NOPD officers,” a majority of respondents (58.9%) indicated that they either disagreed or strongly disagreed and the average rating fell closer to the “Disagree” category than the neutral category. However, the lowest ratings were found for the item “I trust NOPD officers.” 69.9% of survey participants either disagreed or strongly disagreed with the statement and the average rating (2.04) was in the “Disagree” category.

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**Table 2. Detainees' attitudes toward NOPD officers**

Response categories:	Strongly Disagree (1)	Disagree (2)	Neither Agree/Disagree (3)	Agree (4)	Strongly Agree (5)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
1. Generally, NOPD officers do their jobs the right way. ( <i>M</i> =2.99, <i>N</i> =73)	11 (15.1)	10 (13.7)	25 (34.2)	23 (31.5)	4 (5.5)
2. I am satisfied with the way NOPD officers handle themselves. ( <i>M</i> =2.94, <i>N</i> =72)	10 (13.7)	16 (21.9)	20 (27.4)	20 (27.4)	6 (8.2)
3. When dealing with me, NOPD officers treat me with respect. ( <i>M</i> =3.10, <i>N</i> =72)	11 (15.1)	10 (13.7)	22 (30.1)	19 (26.0)	10 (13.7)
4. When dealing with me, NOPD officers are polite. ( <i>M</i> =2.86, <i>N</i> =72)	13 (17.8)	14 (19.2)	21 (28.8)	18 (24.7)	6 (8.2)
5. In general, NOPD officers are polite when dealing with the general public. ( <i>M</i> =2.93, <i>N</i> =72)	9 (12.3)	16 (21.9)	21 (28.8)	23 (31.5)	3 (4.1)
6. Generally, NOPD officers listen to me. ( <i>M</i> =2.61, <i>N</i> =72)	16 (21.9)	20 (27.4)	16 (21.9)	16 (21.9)	4 (5.5)
7. I am satisfied with the way NOPD officers treat me. ( <i>M</i> =2.71, <i>N</i> =72)	15 (20.5)	19 (26.0)	16 (21.9)	16 (21.9)	6 (8.2)
8. I trust NOPD officers. ( <i>M</i> =2.04, <i>N</i> =71)	30 (41.1)	21 (28.8)	10 (13.7)	7 (9.6)	3 (4.1)
9. I have confidence in NOPD officers. ( <i>M</i> =2.31, <i>N</i> =72)	26 (35.6)	17 (23.3)	14 (19.2)	11 (15.1)	4 (5.5)
10. I am satisfied with the way NOPD officers do their job. ( <i>M</i> =2.54, <i>N</i> =72)	19 (26.0)	15 (20.5)	22 (30.1)	12 (16.4)	4 (5.5)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

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Table 3 includes the data from items similar to those in the previous table, however, items in this table are rated on a scale from 1 (Strongly Disagree) to 4 (Strongly Agree). Thus, there is no neutral response category. Similar to the items in Table 2, the lowest rated item dealt with trust in NOPD officers. Specifically, the average rating for the statement “I feel NOPD officers are trustworthy” was 1.99 or “Disagree,” and the majority of respondents (72.6%) indicated they disagreed with the statement. Respondents were slightly more positive in their ratings of the statements “I believe police officers follow New Orleans Police Department procedures,” and “I was satisfied with how NOPD officers behave in New Orleans,” but for both items a majority of respondents still disagreed (56.1% and 65.8%, respectively). In response to whether “NOPD officers harass people during police stops,” a majority of respondents indicated they agreed with the statement (68.5%).

**Table 3. Detainees’ perceptions of NOPD**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
24. I feel NOPD officers are trustworthy. ( <i>M</i> =1.99, <i>N</i> =71)	23 (31.5)	30 (41.1)	14 (19.2)	4 (5.5)
25. I believe police officers follow New Orleans Police Department procedures. ( <i>M</i> =2.31, <i>N</i> =72)	16 (21.9)	25 (34.2)	24 (32.9)	7 (9.6)
26. I was satisfied with how NOPD officers behave in New Orleans. ( <i>M</i> =2.14, <i>N</i> =72)	18 (24.7)	30 (41.1)	20 (27.4)	4 (5.5)
37. NOPD officers harass people during police stops. ( <i>M</i> =2.96, <i>N</i> =69)	6 (8.2)	13 (17.8)	28 (38.4)	22 (30.1)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

In addition to general questions regarding detainees’ perceptions of NOPD officers, the survey also asked for respondents’ perceptions of NOPD officers’ hypothetical treatment of them. (see Table 4). Responses to these items were rated on a four-point scale from 1 (Strongly Disagree) to 4 (Strongly Agree) using the same methods discussed for Table 2.<sup>19</sup> The average response for each of these items fell closer to the “Disagree” category than the “Agree” category. A majority of respondents (60.3% and 56.2%, respectively) indicated that they disagreed with the statements “A NOPD officer would treat me with dignity,” and “A NOPD officer would treat me with respect.” However, a majority (52.1%) agreed with the statement “An NOPD police officer would be polite when dealing with me.”

<sup>19</sup> Note that the neutral category was not a possible answer choice for these questions.

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**Table 4. Detainees' perceptions of how NOPD officers would treat them**

	Strongly Disagree <i>N (%)</i>	Disagree <i>N (%)</i>	Agree <i>N (%)</i>	Strongly Agree <i>N (%)</i>
27. A NOPD officer would treat me with dignity. ( <i>M</i> =2.29, <i>N</i> =72)	14 (19.2)	30 (41.1)	21 (28.8)	7 (9.6)
28. A NOPD officer would treat me with respect. ( <i>M</i> =2.31, <i>N</i> =72)	17 (23.3)	24 (32.9)	23 (31.5)	8 (11.0)
30. An NOPD police officer would be polite when dealing with me. ( <i>M</i> =2.44, <i>N</i> =72)	14 (19.2)	20 (27.4)	30 (41.1)	8 (11.0)

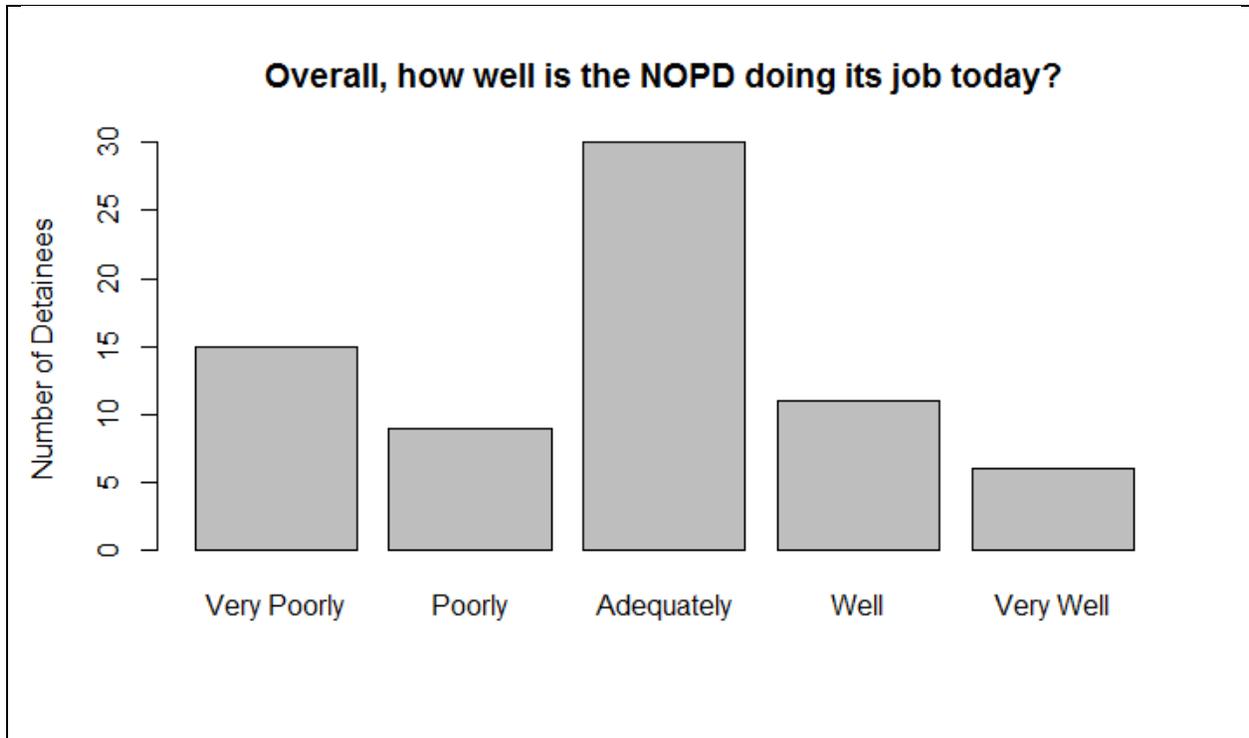
*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

## 2. General Attitudes Toward The NOPD

Survey participants also were asked for their perceptions of the NOPD as an agency. Whereas items in the previous sections asked about NOPD officers, items in this section ask about things such as professionalism and respect for the NOPD as an organization. As an overarching question to address this area, the survey asked participants how well they thought the NOPD was doing its job. Responses are summarized in Figure 2. The most common response was “Adequately,” but responses seemed to be slightly more common on the poorly side of adequately than on the well side of adequately.



**Figure 2. Detainees' perceptions of NOPD job quality**



The survey also asked for more specific ratings regarding the NOPD. Table 5 presents a number of questions regarding the detainees' perceptions of the NOPD. The items are similar in nature to the items presented in Tables 2 and 3, but tend to be directed more toward the NOPD as an agency than toward NOPD officers. Thinking about the NOPD as an agency, instead of thinking about NOPD officers did not seem to change responses. The statements "I respect the New Orleans Police Department" and "The NOPD tries to be fair when policing the community" both had average responses around the midpoint of possible ratings.<sup>20</sup> The statement "I have confidence in the New Orleans Police Department," had a lower average rating and a majority of respondents (61.7%) disagreed. Trust was again an issue for the respondents as the average rating for the statement "I trust the New Orleans Police Department" was 2.00 or "Disagree." Furthermore, only about one-fourth of respondents (24.6%) agreed with the statement on trust.

<sup>20</sup> Ratings were on a scale from 1 to 4, so neutral would fall at 2.5, though it was not possible for an individual respondent to give this rating.

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**Table 5. Detainees' perceptions of NOPD**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
29. I respect the New Orleans Police Department. ( <i>M</i> =2.46, <i>N</i> =72)	15 (20.5)	21 (28.8)	24 (32.9)	12 (16.4)
34. I trust the New Orleans Police Department. ( <i>M</i> =2.00, <i>N</i> =71)	24 (32.9)	29 (39.7)	12 (16.4)	6 (8.2)
35. I have confidence in the New Orleans Police Department. ( <i>M</i> =2.13, <i>N</i> =69)	21 (28.8)	24 (32.9)	18 (24.7)	6 (8.2)
36. The NOPD tries to be fair when policing the community. ( <i>M</i> =2.49, <i>N</i> =72)	12 (16.4)	22 (30.1)	29 (39.7)	9 (12.3)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

Table 6 summarizes respondents' ratings of the NOPD's professionalism, community relations, and respectfulness. Respondents tend to view both the NOPD's professionalism and community relations as "Sometimes Professional" and "Sometimes Positive." Similarly, the most common rating of NOPD officers' treatment of respondents, friends, and family members was "Sometimes treat us with respect." Thus, ratings for all three items were neutral.

As a follow-up to the questions presented in Table 6, respondents were asked to rate how the NOPD had changed over the past two years with respect to those same questions (*see* Table 7). While the most common response for all three questions was "About the same as two years ago," the average rating leaned slightly positive for the items on professionalism and respect, and slightly negative on the question about community relations. Table 7 also presents a fourth question about change in the treatment of minorities over the past two years. The most common response and the average rating both fell in the "About the same" category for this question.

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**Table 6. Detainees' perceptions of NOPD professionalism, community relations, and respectful treatment.**

	Never Professional <i>N (%)</i>	Sometimes Professional <i>N (%)</i>	Always Professional <i>N (%)</i>		
I would like to know if you think the NOPD is professional. Officers are: ( <i>M</i> =2.06, <i>N</i> =72)	6 (8.2)	56 (76.7)	10 (13.7)		
	Never Positive <i>N (%)</i>	Sometimes Positive <i>N (%)</i>	Always Positive <i>N (%)</i>		
How would you describe relations between NOPD and your community? ( <i>M</i> =1.76, <i>N</i> =72)	21 (28.8)	47 (64.4)	4 (5.5)		
	Never treat us with respect <i>N (%)</i>	Seldom treat us with respect <i>N (%)</i>	Sometimes treat us with respect <i>N (%)</i>	Often treat us with respect <i>N (%)</i>	Always treat us with respect <i>N (%)</i>
Please tell me which statement best describes how NOPD officers treat you, your friends, and family members. Officers: ( <i>M</i> =2.96, <i>N</i> =70)	4 (5.5)	19 (26.0)	32 (43.8)	6 (8.2)	9 (12.3)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

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**Table 7. Comparison of detainees' perceptions of professionalism, treatment, and respectfulness**

Compared to 2 years ago:	Much less professional today <i>N</i> (%)	Slightly less professional today <i>N</i> (%)	About the same as two years ago <i>N</i> (%)	Somewhat more professional today <i>N</i> (%)	Much more professional today <i>N</i> (%)
NOPD officers are: (professionalism, $M=3.18$ , $N=62$ )	8 (11.0)	6 (8.2)	24 (32.9)	15 (20.5)	9 (12.3)
	Much worse <i>N</i> (%)	Somewhat worse <i>N</i> (%)	About the same <i>N</i> (%)	Somewhat better <i>N</i> (%)	Much better <i>N</i> (%)
How would you describe the relationship between NOPD and your community? ( $M=2.80$ , $N=66$ )	9 (12.3)	12 (16.4)	31 (42.5)	11 (15.1)	3 (4.1)
	Much less respectful today <i>N</i> (%)	Somewhat less respectful today <i>N</i> (%)	About the same as two years ago <i>N</i> (%)	Somewhat more respectful today <i>N</i> (%)	Much more respectful today <i>N</i> (%)
NOPD officers are: (respect, $M=3.14$ , $N=64$ )	9 (12.3)	6 (8.2)	23 (31.5)	19 (26.0)	7 (9.6)
	Much worse <i>N</i> (%)	Somewhat worse <i>N</i> (%)	About the same <i>N</i> (%)	Somewhat better <i>N</i> (%)	Much better <i>N</i> (%)
How do NOPD officers treat minorities compared to others? ( $M=3.05$ , $N=38$ )	2 (2.7)	5 (6.8)	22 (30.1)	7 (9.6)	2 (2.7)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

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The last set of questions related to attitudes regarding the detainees' perceptions of NOPD and the use of force (see Table 8). A majority of respondents (60.3%) agreed with the statement "NOPD police use of force has increased in recent years." Additionally, a majority of respondents (56.2%) agreed with the statement "NOPD officers routinely use excessive force." The average rating for both of these statements fell closest to the "Agree" category.

**Table 8. Detainees' perceptions of NOPD use of force**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
NOPD police use of force has increased in recent years. ( <i>M</i> =2.85, <i>N</i> =68)	4 (5.5)	20 (27.4)	26 (35.6)	18 (24.7)
NOPD officers routinely use excessive force. ( <i>M</i> =2.69, <i>N</i> =70)	6 (8.2)	23 (31.5)	28 (38.4)	13 (17.8)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

### 3. Perceptions of NOPD Treatment of Minorities

Survey participants were asked a series of questions regarding the NOPD's treatment of minorities (Table 9). For this set of questions, responses were scored from 1 (Strongly Disagree) to 4 (Strongly Agree). The interviewers recorded a fifth response, "No Opinion." Given that "no opinion" did not necessarily mean neutral, but could serve as a response similar to I don't know, these responses were not given a score and were treated as missing when calculating the average for each response. This was considered distinct from the Not Sure category coding process utilized in certain sections of the officer survey. Responses to statements on the treatment of the black community and the Latino community were similar. The average response to the statements "New Orleans police officers treat members of the black community fairly" and "New Orleans police officers treat members of the Latino community fairly," fell in the disagree category. The average response was closer to the midpoint for statements on the fair treatment of the Vietnamese community and the LGBT community. However, a majority of respondents (56.1%) agreed with the statement, "New Orleans police officers engage in racial profiling."

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**Table 9. Detainees' perceptions of NOPD treatment of minorities**

<i>New Orleans police officers:</i>	Strongly Disagree <i>N (%)</i>	Disagree <i>N (%)</i>	Agree <i>N (%)</i>	Strongly Agree <i>N (%)</i>	No Opinion <i>N (%)</i>
Treat members of the Black community fairly. ( <i>M</i> =1.94, <i>N</i> =52)	18 (24.7)	21 (28.8)	11 (15.1)	2 (2.7)	20 (27.4)
Treat members of the Latino community fairly. ( <i>M</i> =1.95, <i>N</i> =39)	15 (20.5)	13 (17.8)	9 (12.3)	2 (2.7)	33 (45.2)
Treat members of the Vietnamese community fairly. ( <i>M</i> =2.59, <i>N</i> =34)	5 (6.8)	7 (9.6)	19 (26.0)	3 (4.1)	38 (52.1)
Treat members of the Lesbian, Gay, Bisexual and Transgender (LGBT) community fairly. ( <i>M</i> =2.30, <i>N</i> =37)	8 (11.0)	13 (17.8)	13 (17.8)	3 (4.1)	35 (47.9)
Engage in racial profiling. ( <i>M</i> =3.00, <i>N</i> =56)	4 (5.5)	11 (15.1)	22 (30.1)	19 (26.0)	15 (20.5)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item. In calculating mean score, “No Opinion” was treated as missing.

#### 4. Perceptions of Arrest

The items presented above deal with detainees' evaluations of NOPD as an organization, NOPD officers in general, or NOPD officers in hypothetical situations. The data in Tables 10 and 11 present information on the participants' contact with the NOPD that led to their detention. Table 10 presents ratings of perceived fairness on a scale from 1 (Strongly Disagree) to 4 (Strongly Agree). While all three items presented in Table 10 had average responses around the midpoint of the scale, responses to the statements “If I was stopped or questioned by an NOPD officer, the police officer explained the reasons why,” and “When dealing with me, the NOPD officer gave me a chance to explain the situation,” were slightly below the midpoint. In fact, a slight majority of respondents (50.7%) disagreed with the statement regarding the opportunity to explain the situation. These two items are of particular importance to 21<sup>st</sup> century policing as they are important components of procedural justice, a key method for improving trust that was identified

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in the President's Task Force on 21<sup>st</sup> Century Policing.<sup>21</sup> On a more positive note, however, a majority of detainees (67.1%) felt that the NOPD officer "did his or her job" during the arrest.

**Table 10. Detainees' perceptions of officer behavior during arrest**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
If I was stopped or questioned by an NOPD officer, the police officer explained the reasons why. ( <i>M</i> =2.31, <i>N</i> =67)	19 (26.0)	15 (20.5)	26 (35.6)	7 (9.6)
When dealing with me, the NOPD officer gave me a chance to explain the situation. ( <i>M</i> =2.39, <i>N</i> =69)	16 (21.9)	21 (28.8)	21 (28.8)	11 (15.1)
Overall, the NOPD officer did his or her job. ( <i>M</i> =2.75, <i>N</i> =69)	9 (12.3)	11 (15.1)	37 (50.7)	12 (16.4)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

Table 11 presents a different approach to assessing participants' perceptions of the arrest. Rather than asking for perceptions on a scale, these items ask for yes or no questions regarding a number of details related to the arrest. A small majority of respondents (57.5%) indicated they understood why they were stopped, but a larger majority (76.7%) indicated they understood why they were arrested. An even greater percentage (80.8%) of respondents indicated they understood why they were in jail. A sizable majority (72.6%) felt that the police treated them fairly and indicated that they had no problems communicating with the officer (75.3%). A smaller majority (60.3%) indicated that the officer informed them of their rights when they were arrested. Encouragingly, almost all respondents indicated that the officer did not threaten them physically or use force. No respondents indicated that they physically resisted the officer and 5 (6.8%) reported being hurt while interacting with the officer.

<sup>21</sup> Note that trust in the NOPD and its officers was rated particularly low in an earlier section of this report.

**Table 11. Detainees' perceptions of arrest**

	No <i>N</i> (%)	Yes <i>N</i> (%)
Did the officer(s) explain why you were stopped?	19 (26.0)	42 (57.5)
Did the officer(s) explain why you were arrested?	13 (17.8)	56 (76.7)
Do you understand why you are in jail today?	11 (15.1)	59 (80.8)
Did the police treat you fairly?	18 (24.7)	53 (72.6)
Did you have any problems communicating with the officer?	55 (75.3)	16 (21.9)
Did the officer inform you of your rights?	25 (34.2)	44 (60.3)
Did an officer threaten you physically?	70 (95.9)	1 (1.4)
Did an officer use force to arrest you?	67 (91.8)	4 (5.5)
Did you physically resist the officer?	71 (97.3)	0 (0.0)
Were you hurt when interacting with the officer?	66 (90.4)	5 (6.8)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing.

## 5. Future Behavior

Citizens' perceptions of police officers and police departments been argued to be important because it impacts the individuals' willingness to cooperate with the police in the future<sup>22</sup>. To reflect this reality, Table 12 includes respondents' ratings of their willingness to contact the NOPD in the future. Both items had neutral average ratings and very similar numbers of respondents agreeing and disagreeing with the statements.

**Table 12. Detainees' willingness to contact NOPD in the future**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
I would report a dangerous or suspicious activity to the NOPD. ( <i>M</i> =2.52, <i>N</i> =71)	14 (19.2)	19 (26.0)	25 (34.2)	13 (17.8)
I would call the NOPD if I witnessed a crime. ( <i>M</i> =2.50, <i>N</i> =72)	15 (20.5)	21 (28.8)	21 (28.8)	15 (20.5)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

<sup>22</sup> Tyler, 1990

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To illustrate the point that individuals' perceptions of police officers are related to their willingness to cooperate a simple, bivariate Pearson's correlation was run between a scale created using the items in Table 12 and a scale created using the items in Table 5. This technique aims to determine how strong a relationship may be between two items. Table 5 presented data on the perceptions of the NOPD as an agency. The four items in this table were summed for each individual, as were the 2 items in Table 12. The resulting scales were correlated at  $r=.651$ ,  $p<.001$ . This indicates a strong association between the two scales where the better the perceptions of the NOPD an individual has, the more likely they were to indicate that they would contact the NOPD regarding dangerous or suspicious activities, or after witnessing a crime. This simple analysis demonstrates that the perceptions of a specific police department are, in fact, related to individuals' willingness to contact that police department regarding dangerous activity.

## 6. Qualitative Information

The detainee interview also included questions concerning respondents' best and worst experiences with the NOPD. Responses to the best experience individuals had with the NOPD were varied. Some best experiences involved officers doing a good job (*e.g.* "Police officer talked me out of committing suicide" or "Police found son's murderer") or facilitating a favorable outcome (*e.g.* "Was given a summons instead of being taken to jail"). While these were undoubtedly positive experiences, outcomes are frequently beyond the control of the police department. Sometimes a favorable outcome simply is not possible. Another form of best experience noted by respondents related to the treatment the officer provided (*e.g.* "They've been nice, they could be d\*\*\*s, but they haven't" or "Handcuffs were hurting him and the cop nicely made them not hurt anymore" or "gave me time to listen to my point of view"). The most common response to the best experience question, however, was that there had not been a best experience with the NOPD. Obviously, police officers must interact with people on the worst nights of their lives, whether they are a victim or a criminal, so it is not hard to understand why there may be no best experience for individuals interacting with police officers.

Responses to the worst experience with the NOPD were much more common than responses to the best experience with the NOPD. Responses to this question were also varied but tended to revolve around similar ideas of getting hurt (*e.g.* "Getting tazed" or "had my face kicked in" or "the police officer choked me"), being treated disrespectfully/unfairly (*e.g.* "they just don't listen" or "some people just talk to you like they don't give a damn"), or being wrongfully arrested (*e.g.* "wrongfully arrested" or "accused of something I didn't do").

### C. Detainee Survey Comparisons (2014 – 2016)

#### 1. Executive Summary

To date, the Monitoring Team has conducted two surveys of detainees arrested by the NOPD. One survey was conducted in 2014 and one in 2016. These surveys had a number of overlapping

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questions that provided the opportunity to compare detainees' perceptions of the NOPD in 2014 to detainees' perceptions of the NOPD in 2016. This comparison found:

- Average responses to items regarding attitudes toward the NOPD were either more positive in 2016 or similar in both years for each item that specifically referred to the NOPD. Scaled scores of attitudes showed that detainees had slightly more positive attitudes toward NOPD than in the previous survey.
- On average, respondents in 2016 believed the NOPD to be more professional and to have better relations with their community.
- Overall, detainees' perceptions of their current arrest were improved across all measured domains. Scaled scores of detainees' perceptions of their current arrest indicated more positive experiences with the NOPD in 2016 than in 2014.

Before comparing detainees' perceptions of the NOPD and their officers, however, a comparison of the participants must be developed. Table 1 displays the percentage of individual characteristics of those who were questioned in each year. The frequencies for each category are omitted because variation in sample size makes frequency comparison uninformative. However, the original demographic tables for each year may be found in Appendix D. Overall, the samples for 2014 and 2016 look quite similar. In both 2014 and 2016 slightly less than 80% of respondents indicated they were male and approximately 80% indicated they lived in New Orleans. Additionally, slightly less than 70% of both samples indicated they were black. The only sizeable difference in percentages can be found in those participants indicating they were white, which rose from 12.1% in 2014 to 19.2% in 2016. In sum, the samples would appear similar enough that comparisons across key questions are useful.

**Table 1. Demographic Comparisons**

	2014 Percentage	2016 Percentage
Gender		
Male	79.3	78.1
Female	19.0	15.1
Race		
White	12.1	19.2
Black	69.0	67.1
Latino	3.4	4.1
Other	13.8	6.8
New Orleans Resident		
Yes	79.3	80.8

*Note: Percentages do not sum to 100 because of missing values.*

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## 2. Attitudes Toward The NOPD

The first set of overlapping questions asked detainees about their perceptions of the NOPD and its officers. The original frequency distributions for 2014 and 2016 can be found in Appendix D, however, the average response provides an easier, more concise method of comparison and can be found in Table 2. In both 2014 and 2016, detainees were asked questions included in Table 2 on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree). Thus, higher average scores indicate greater agreement with the statement. *Detainees participating in the 2016 survey had, on average, more positive responses to statements regarding NOPD officers doing their jobs the right way, satisfaction with the way NOPD officers handle themselves, a belief that NOPD officers treat the respondent with respect, a belief that NOPD officers are polite towards the individual, a belief that NOPD officers listen to the respondent, and satisfaction with the way NOPD officers treat the arrestee.* These findings were not statistically significant. There were roughly equivalent average responses to statements regarding NOPD officers being polite with the general public, and trust in NOPD officers. Importantly, in 2016, several questions were modified and did not allow for a meaningful comparison. Specifically, the wording in items 8, 9, and 10 were changed dramatically from the previous survey in order to reference NOPD rather than NOPD generally.<sup>23</sup> While these three items measured similar concepts in 2014 and 2016 (trust, confidence, satisfaction with the way officers do their job), they focused on police generally in 2014 and the NOPD specifically in 2016. It is possible that respondents view the NOPD differently than they view police, generally.

That said, it is important to reiterate that these items are particularly challenging for comparisons. If these three items are removed from the comparisons, then the detainees had either more positive perceptions of the NOPD in 2016 or similar perceptions of the NOPD across both time periods.

**Table 2. Comparison of Detainees' Attitudes toward the NOPD**

	2014 Average	2016 Average
1. Generally, NOPD officers do their jobs the right way.	2.64	2.99
2. I am satisfied with the way NOPD officers handle themselves.	2.60	2.94
3. When dealing with me, NOPD officers treat me with respect.	2.69	3.10
4. When dealing with me, NOPD officers are polite.	2.74	2.86
5. In general, NOPD officers are polite when dealing with the general public.	2.91	2.93
6. Generally, NOPD officers listen to me.	2.53	2.61
7. I am satisfied with the way NOPD officers treat me.	2.51	2.71
8. I trust NOPD officers. <sup>1</sup>	2.07	2.04

<sup>23</sup> "I trust NOPD officers" versus "I trust the police generally." "I have confidence in NOPD officers" versus "I have confidence in the police generally." And "I am satisfied with the way NOPD officers do their job" versus "I am satisfied with the way police do their job generally."



**Table 2. Comparison of Detainees' Attitudes toward the NOPD**

	2014 Average	2016 Average
9. I have confidence in NOPD officers. <sup>1</sup>	2.42	2.31
10. I am satisfied with the way NOPD officers do their job. <sup>1</sup>	2.61	2.54

*Note: The wordings for some of these items varied between 2014 and 2016. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2016.*

<sup>1</sup>On 2014 survey the only comparable item asked about police officers generally, rather than the NOPD specifically.

To determine whether overall perceptions of the NOPD had improved from 2014 to 2016, scale scores for the items presented in Table 2 were created and analyzed.<sup>24</sup> A positive shift in attitude was noted, although the changes were not statistically significant in the analysis.<sup>25</sup>

**Table 3. Comparison of Detainees' Perceptions of NOPD**

	2014 Average	2016 Average
I would like to know if you think the NOPD is professional.	1.63	2.06
How would you describe relations between NOPD and your community?	1.65	1.76

*Note: The wordings for some of these items varied between 2014 and 2016. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2016.*

*2014 items were originally measured on a 5-point scale but have been transformed to a 3-point scale for comparison to 2016 items.*

A second set of items provided the opportunity to compare detainees' perceptions of the police from 2014 to 2016. These items asked about the NOPD's professionalism and the detainees' perception of relations between the NOPD and their community (Table 3). Both items in this table had very similar wording from the 2014 survey to the 2016 survey. The 2014 survey, however, was measured on a different scale from the 2016 survey. In 2014, respondents were able to respond on a scale from 1 (Highly Unprofessional/Very Negative) to 5 (Highly Professional/Very Positive). In 2016, respondents were asked to respond on a scale from 1

<sup>24</sup> Items 8, 9, and 10 were excluded from the scores because of their differential focus as noted above. Exploratory factor analysis was conducted on the remaining seven items and confirmed that all seven items were measuring a related construct – attitudes toward the NOPD. This type of statistical analysis is used to identify if relationships exist between various variables. Using the weights for each item from the exploratory factor analysis, regression scores were computed for each individual. (Creating regression scores using exploratory factor analysis is a preferred method of scaling compared to summated scales because it weights each item according to the strength of its relationship to the general construct being measured. This process reduces the impact of measurement error on the final scale score.) Individuals then were grouped according to the year in which they completed the survey and the mean score for each year was compared using an independent samples t-test. This test revealed that attitudes toward the NOPD had improved from 2014 to 2016, although the changes were not significant.

<sup>25</sup>  $t(126.76)=-1.43, p=0.16$

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(Never Professional/Never Positive) to 3 (Always Professional/Always Positive). To account for this difference the 2014 surveys were converted to a three-point scale by dividing the average response by 5 and then multiplying by 3. On average, respondents in 2016 had higher ratings of the NOPD's professionalism and more positive ratings of the NOPD's relations with their community. The original distribution of responses for both 2014 and 2016 can be found in the appendix to this Special Report.

### 3. Detainees' Perceptions of Arrest

The final set of questions that allowed for comparisons across the two surveys related to detainees' perceptions of the arrest that led to their current detention. The 2016 survey included more questions regarding the detainee's arrest but only those that were directly comparable to questions on the 2014 survey are included here. Responses to these items were coded as either yes or no for both years. Table 4 presents the number and percentage of respondents indicating yes to each item. As with the previous tables, comparisons of the number of respondents are uninformative because of variation in sample size. Overall, responses to these questions indicate improvement for the NOPD on each item. Higher percentages of respondents indicate that the officer explained why they were stopped, the police treated them fairly, and an officer informed them of their rights. Lower percentages of respondents indicated they had problems communicating with the officer, and the officer used force to arrest them. In both 2014 and 2016, no respondents indicated they physically resisted the officer.

**Table 4. Detainees' perceptions of arrest**

	2014 <i>N</i> (%)	2016 <i>N</i> (%)
Did the officer(s) explain why you were stopped?	30 (51.7)	42 (57.5)
Did the police treat you fairly?	35 (60.3)	53 (72.6)
Did you have any problems communicating with the officer?	18 (31.0)	16 (21.9)
Did the officer inform you of your rights?	19 (32.8)	44 (60.3)
Did an officer use force to arrest you?	5 (8.6)	4 (5.5)
Did you physically resist the officer?	0 (0.0)	0 (0.0)

*Note:* Percentages reflect percentage of that year's respondents that indicated "yes" to the question.

In an effort to see how large the differences in detainees' arrests were, scale scores were constructed for the items in Table 4. "Did the officer inform you of your rights?" was excluded from the analysis because informing detainees of their rights is only required when the detainee is questioned by the arresting officer. "Did you physically resist the officer?" was excluded from the analysis because no respondents in either year indicated yes. To create the scale, yes responses were coded as 1 and no responses were coded as 0. The items regarding communication and use of force were then reverse coded so that 1 always indicated a more positive experience with the NOPD. These items were then summed for each individual.

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Individuals were then grouped by year and the means for each year were compared using an independent samples t-test. The test revealed that detainees' perceptions of arrest were significantly more positive in 2016 than in 2014,  $t(107)=-2.02, p<0.05$ . The mean value in 2014 was 2.75, while the mean value in 2016 was 3.18. Thus, detainees in 2016, on average, had a more positive experience when arrested by the NOPD.

#### 4. Conclusion

The NOPD's reform efforts have resulted in many changes to the Department's operations since the Consent Decree was enacted in August, 2013. The survey comparisons presented here provide an opportunity to assess how these changes have altered arrestees' perceptions of the NOPD. Specifically, it can be determined if arrestees in 2016 perceive either their treatment at the hands of the NOPD or the NOPD generally differently from those arrested by the NOPD two years ago. The results provide preliminary evidence that the NOPD is, in fact, perceived more positively now than it was two years ago. Detainees had slightly more positive general attitudes towards the NOPD and significantly more positive perceptions of their current arrest.



## VIII. COMMUNITY SURVEY

### A. Executive Summary

In January and February of 2017, the Office of the Consent Decree Monitor (Monitoring Team) conducted a survey of 869 New Orleans residents. Residents were asked a series of questions regarding their views of the New Orleans Police Department (NOPD). The demographics of the respondents to this survey were consistent with the 2010 US Census estimates for New Orleans, with the exception of age characteristics. Thus, there is evidence that the sample used to generate these findings is representative of the views of the population of New Orleans. Below is a list of the key findings from the analysis of the community survey.

- Three hundred sixty respondents had contact with the NOPD in the last 2 years.
  - On average, these residents felt that the NOPD officer was trustworthy, followed NOPD procedures, treated the individual with dignity and respect, and was polite.
  - Nearly three-fourths of these residents were satisfied with how the NOPD officer behaved during their interaction.
- One hundred twenty-one respondents had been stopped and questioned by the NOPD in the past two years.
  - On average, these residents had neither positive nor negative perceptions of the NOPD. However, a sizeable minority were dissatisfied with their treatment by the NOPD.
- Residents' overall satisfaction with the NOPD was somewhat negative as a majority of respondents indicated the NOPD did not respond in a timely manner and believed the NOPD had little impact on crime.
  - On average, individuals with recent NOPD contact were less satisfied with the NOPD than those without recent contact.
- An evaluation of citizens' perceptions of change in the NOPD in recent years found no clear indication of overall improvement in perceptions of the NOPD.
  - Conflicting responses were seen in items related to the use of force in recent years. It may be that the powerful national narrative around police abuse of power in recent years was more influential than the positive changes in the NOPD.

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- Individuals with recent NOPD contact were less likely to believe that the NOPD had increased its use of force in recent years.
- A majority of respondents felt that NOPD officers were honest, fair, professional, and followed NOPD procedures.
- A majority of residents indicated they trusted the NOPD, respected the NOPD and were confident in the NOPD.
- On average, individuals with recent NOPD contact had lower evaluations of the NOPD's procedural justice and trustworthiness.
- A majority of residents reported being willing to cooperate with the NOPD.
  - The most common reasons for not cooperating with the NOPD were a lack of trust in the NOPD and a desire not to get involved.
  - Individuals with recent NOPD contact were more likely to indicate they would cooperate with the NOPD in the future.
- Overall, citizens believed the NOPD to be transparent and that the NOPD treated citizens with respect.
- Responses to items regarding the NOPD's treatment of minorities were somewhat negative.
  - There was considerable evidence of tense relationships with both the black and Latino communities, but not the Vietnamese or LGBT communities.

## **B. Community Survey Methodology**

The 2017 Community Survey conducted by the Monitoring Team, included questioning of one adult resident in 869 housing units in Orleans Parish between January and February 2017. The original survey, conducted in 2014, developed a multi-stage random area sampling process starting with a specified geographical area. Each area was divided further into smaller districts. Finally, specific houses were identified in each district. This process selected the original pool of neighborhoods from the population of 73 designated "official" neighborhoods. These original twenty baseline neighborhoods along with 2017 additions are included in the table below.

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**Table: 2017 Community Survey Neighborhoods.**

Neighborhood
Audubon
Behrman
Bywater
City Park
East Riverside
French Quarter
Gentilly Woods
Lake Terrace & Oaks
Leonidas
Little Woods
Lower Garden District
Marlyville/Fontainebleau
Milan
Old Aurora
Plum Orchard
Seventh Ward
St. Claude
Tall Timbers/Brechtel
U.S. Naval Support Area
West End
Filmore*
MidCity*
Lower 9 <sup>th</sup> Ward*
Milneburg*
Marigny*
Florida*
St. Roch*
McDonogh*
Algiers Point*

\*2017 Only

As in the original 2014 Survey, the desired number of completed survey interviews was approximately 600 household residents across 20 parish neighborhoods. In anticipation of vacancies, refusals, or non-available respondents, we assumed a response rate of 50 percent. Consequently, the baseline sample size of 1,200 cases was maintained during initial data collection, consistent with 2014 sampling procedure. This approach required the targeted completion of approximately 30 surveys per neighborhood. During the Baseline, this approach was designed to assess public opinion of NOPD generally, and to produce demographic insights including analysis attentive to neighborhood, district, race, educational attainment, and other demographics. Nine additional neighborhoods were added for the 2017 survey. Households in these neighborhoods were selected randomly, and we attempted to complete our goal of thirty surveys in each neighborhood.

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This survey was administered between January 7<sup>th</sup> and February 11<sup>th</sup>, 2017. Participation in the study was voluntary and respondents were assured confidentiality. The survey team of approximately 35 members included security personnel and recorders and interviewers (surveyors). The interviewers and recorders were trained on the survey data collection goals and procedures, the interview protocol and qualitative structured interview techniques. The team members were recruited from the community, in an attempt to develop a diverse team with a well-developed capacity to engage local Orleans Parish residents. Surveyors were trained to promote an atmosphere that encourages respondents to speak freely. Surveyors were also trained to facilitate an appropriate level of quiet and privacy for successful and proper data collection.

In-person surveys were conducted once permission to continue was granted. A security patrol service was employed for surveillance to ensure safety and assure legitimacy of data collection activities. Security patrol officers were in sight but far enough away not to hear the discussion. Surveyors were outfitted in “uniform” vests marked on the back with “Consent Decree Survey Team” and “OCDM” on the front. Surveyors carried a formal script embedded with an Office of the Consent Decree Monitor seal to identify themselves to the community and respondents.

The survey tool was based on the 2014 survey and included items asking for attitudes concerning the department, policing, officers, crime, and the community. The survey instrument also documented demographic indicators, such as the race, gender or parish residency/tenure of respondents. Survey questions required multiple choice or Likert-scale responses. The survey instrument was pre-loaded onto a mobile tablet, so responses could be recorded electronically. All surveyors were matched into teams of two, consisting of an interviewer and a recorder. A neighborhood was broken into smaller sub-areas, assigned to a survey pair. Each pair was assigned a dedicated security patrol officer for the duration of their shift. Surveying took place between 8:30am-5:30pm, on various days of the week, weekends and weekdays.

For each selected neighborhood, block-by-block street maps directed each survey team’s data collection. For each survey shift (typically full day), each team (approximately 4-6 on weekdays and 10-12 on weekends) was assigned a unique map that designated selected streets and housing units. To assist in monitoring the full execution of shift plans, security patrols were provided duplicates of all assigned maps to guarantee intended operationalization of the door-to-door plan for each neighborhood.

A review of first round of street selection identified non-residential dwellings, inclusion of multi-unit residences (for example, apartment complexes or doubles), and vacancies. To assist in the process of refining or correcting randomized housing unit selection, survey staff physically reviewed each neighborhood by patrolling all selected streets to determine non-residential dwellings, safety concerns, and accessibility (for example, some French Quarter units have inaccessible entrances).

After the street review and patrol, a rule was applied that when the number of non-residential, blighted, and/or vacant units (singularly or in sum) exceeded the number of residential units on a block, housing units were selected deliberately, differentiated from those other dwellings. For

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the remaining residential streets, a first house on the first block on the first street was the starting point for a shift. A minimum of 60 residential housing units were identified in each neighborhood.

A schedule was developed to ensure that survey teams visited neighborhoods on at least two separate days, including a week day and weekend day, to allow for adequate coverage of relatively large neighborhoods. Each survey team would approach a housing unit identified on its neighborhood map. After contact with a resident, surveyors solicited voluntary participation in the survey. Refusals were recorded and documented. After permission was granted, the survey interview was conducted at the resident's home with one surveyor reading all questions and the other recording all responses into the mobile tablet.

In case of refusals, replacement units were selected beginning with the first house of the next block. A refusal is defined as contact made with the resident of a housing unit, with the resident declining to participate in the survey. Eight hundred sixty-nine (869) Orleans parish residents completed the survey but there were 1575 refusals. In practice, once all selected units on a street were approached in a given neighborhood, survey teams made additional attempts to cover any remaining blocks to complete surveys.

As we used similar methods as used in the 2014 survey, which included a random selection of 20 neighborhoods, we are able to make accurate comparisons within and between the neighborhoods that were included in both surveys. We supplemented this sample with a convenience sample of 9 additional neighborhoods in 2017, which we identified as demographically different than the ones which were selected in 2014.

In gathering responses, the Community Survey project manager regularly maintained quality control measures, monitoring daily data collection analytics to identify potential integrity issues. A random sample of survey entries was selected daily. For example, manual entry items (such as survey start time, duration, interviewer name and neighborhood) were compared against automated documentation of these indicators for interviewer data entry error. Any inconsistencies were recorded daily and corrected.

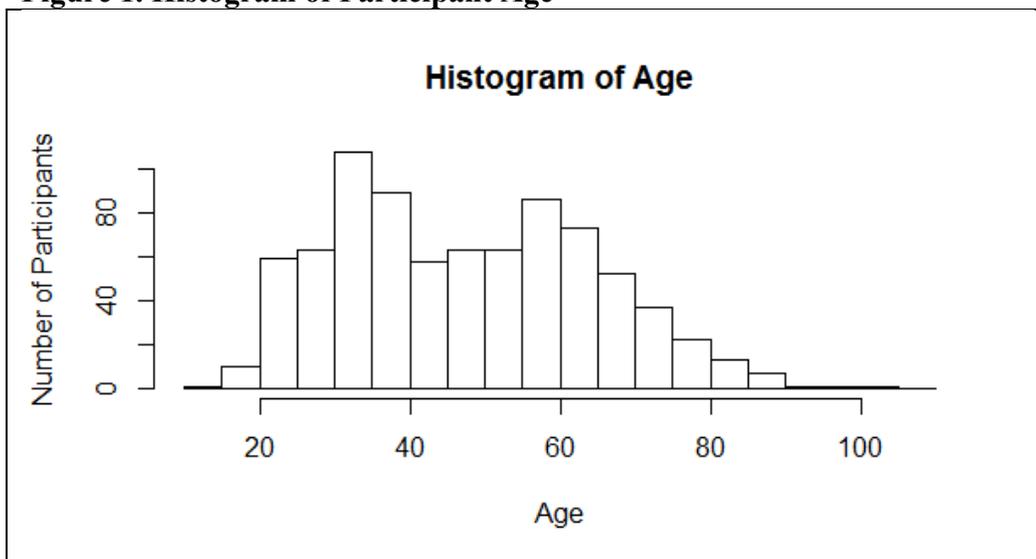
### **C. 2017 NOLA Community Survey Analysis**

The Office of the Consent Decree Monitor (Monitoring Team) surveyed 869 residents of New Orleans in the first two months of 2017 on their perceptions of the New Orleans Police Department (NOPD). Before describing the results of the survey, it is important to note that there was considerable media coverage of NOPD during the survey dates that might have influenced community attitudes. For example, there was coverage of hiring issues that was likely seen as having a negative influence on NOPD. As well as the media, citizens form opinions based on a variety of influences that cannot be controlled. The methodological data-collection details of the survey are included as Appendix G, the demographic characteristics of the sample are presented in Table 1 and these data can be compared to US Census data to determine the representative nature of the sample. Almost 49% of the sample was female



compared to 51.6% reported by the US Census Bureau in 2010. 54.8% of the sample identified as black compared to 60.2% in the 2010 Census. 90.0% of sample respondents indicated they had at least a high school diploma compared to 85.2% in the 2010 Census. All three of these comparisons show that the community survey had similar demographics to the 2010 Census. By contrast, 17.6% of respondents reported being 65 years or older while Census data indicate that 10.9% of New Orleans residents in 2010 were 65 years or older (for more age information see Figure 1). This comparison, however, is not entirely fair as the Census includes all individuals and the survey primarily targeted adult residents. Thus, the 21.3% of individuals under 18 in the 2010 Census were not targeted in the community survey. In sum, there is considerable evidence to support the claim that the sample obtained for this survey is representative of the population of New Orleans.

**Figure 1. Histogram of Participant Age**



In addition to the statistics that are easily comparable to the US Census, the demographic information from the survey also revealed that 40.4% of respondents are single, compared to 38.8% who are married. Most of respondents were born in New Orleans (70.2%) and owned their home (61.7%). Sixty respondents (6.9%) identified as a member of the LGBT population. Finally, only 10 respondents (1.2%) indicated that they had completed a previous version of this survey in 2014.

**Table 1. Demographics**

	N	%
Gender		
Male	437	50.3
Female	423	48.7

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**Table 1. Demographics**

	N	%
<b>Race/Ethnicity</b>		
Black	476	54.8
White	309	35.6
Asian	5	0.6
Latino/Hispanic	9	1.0
Other	45	5.2
<b>Education</b>		
Grade School	8	0.9
Middle School	7	0.8
Some High School	38	4.4
Finished High School	186	21.4
Some College	205	23.6
Finished College Degree	253	29.1
Some Graduate/Professional	44	5.1
Finished Graduate/Professional Degree	94	10.8
<b>Marital Status</b>		
Single	351	40.4
Married	337	38.8
Divorced	63	7.2
Widowed	50	5.8
Partnered	29	3.3
<b>Born in New Orleans?</b>		
Yes	610	70.2
No	259	29.8
<b>Own Home?</b>		
Own	536	61.7
Rent	309	35.6
<b>Identify as LGBT?</b>		
Yes	60	6.9
No	744	85.6
Completed Survey in 2014	10	1.2

*Note:* Percentages do not sum to 100 because of missing values.

## 1. Citizens' Most Recent Interaction with NOPD

The first section of the survey asked respondents for their perceptions of their most recent interactions with the NOPD. Three hundred sixty respondents (41.4%) indicated that they had contact with the NOPD in the last 2 years and were therefore eligible to answer questions

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regarding their most recent interaction. Table 2 presents the distribution of responses for each question in this section. The average response is calculated by assigning values from 1 to 4 for each category from Strongly Disagree to Strongly Agree.<sup>26</sup> Higher responses indicate greater agreement with the question. For each item in Table 2, the average response was between 2.80 and 2.90 indicating agreement with the statement. Additionally, over 60% of the 360 individuals who had recent contact with the police fell in the agree category for each item. As a result, it can be concluded that residents with recent contact with the NOPD generally feel that the NOPD officer was trustworthy, followed NOPD procedures, treated the individual with dignity and respect, and was polite. Additionally, the large majority of citizens (74.7%) were satisfied with how the NOPD officer behaved during the interaction.

**Table 2. Citizens' satisfaction with NOPD officers during most recent interaction**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
2. When interacting with the police officer, I felt he/she was trustworthy. ( <i>M</i> =2.84)	22 (6.1)	62 (17.2)	220 (61.1)	50 (13.9)
3. I believe the police officer was following New Orleans Police Department procedures. ( <i>M</i> =2.85)	15 (4.2)	60 (16.7)	223 (64.7)	38 (10.6)
4. I was satisfied with how the police officer behaved. ( <i>M</i> =2.84)	20 (5.6)	63 (17.5)	223 (61.9)	46 (12.8)
5. The police officer treated me with dignity. ( <i>M</i> =2.90)	17 (4.7)	58 (16.1)	223 (61.9)	55 (15.3)
6. The police officer treated me with respect. ( <i>M</i> =2.90)	17 (4.7)	56 (15.6)	225 (62.5)	55 (15.3)
7. The police officer was polite when dealing with me. ( <i>M</i> =2.87)	14 (3.9)	69 (19.2)	224 (62.2)	49 (13.6)

*Note:* Percentages are the percentage of respondents who indicated they had contact within the last 2 years that fell within each category. Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to each item.

To gather more context regarding citizens' perceptions of NOPD contact, five more questions were asked of participants who had been stopped and questioned by the NOPD in the past two years (Table 3). Thus, while the data in Table 2 include information from residents who were witnesses, victims, or had other contact with the police; these 121 participants (13.9%) were likely suspected of criminal behavior during their interaction with the NOPD. Responses to these items were less positive than the responses from those who were not suspects. The average rating for statements regarding the officer explaining reasons for the stop (*M*=2.65), giving the suspect

<sup>26</sup> The same average score strategy will be taken with each table in this report.



a chance to explain the situation ( $M=2.61$ ), and that the police officer did his or her job ( $M=2.71$ ) were slightly above the midpoint of the scale (2.5). However, average ratings for items regarding satisfaction with how the individual was treated by the officer ( $M=2.44$ ) and satisfaction with the individual's experience with the police ( $M=2.38$ ) were slightly below the midpoint. The largest percentage of responses for each item fell in the agree category, however, large numbers of respondents indicated they strongly disagreed with some of the items. Overall, this suggests that individuals who were recently stopped or questioned had neutral perceptions of the NOPD, but some respondents were dissatisfied with their treatment by the NOPD.

**Table 3. Citizens' satisfaction with NOPD officers when stopped or questioned**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
8. If I was stopped or questioned, the police officer explained the reasons why. ( $M=2.65$ )	14 (11.6)	24 (19.8)	73 (60.3)	10 (8.3)
9. When dealing with me, the police officer gave me a chance to explain the situation. ( $M=2.61$ )	12 (9.9)	32 (26.4)	65 (53.7)	10 (8.3)
10. Overall, the police officer did his or her job. ( $M=2.71$ )	8 (6.6)	29 (24.0)	70 (57.9)	11 (9.1)
11. I was satisfied with how I was treated by the police officer. ( $M=2.44$ )	20 (16.5)	34 (28.1)	54 (44.6)	9 (7.4)
12. I was satisfied with my experience with the police. ( $M=2.38$ )	18 (14.9)	43 (35.5)	49 (40.5)	7 (5.8)

*Note:* Percentages are the percentage of respondents who indicated they were stopped or questioned by the police within the last 2 years that fell within each category. Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to each item.

## 2. Citizens' Satisfaction with the NOPD

Another group of items included on the survey assessed citizens' overall satisfaction with the NOPD (Table 4). These items provide somewhat negative results for the NOPD. In responding to the statement, "Corruption in the New Orleans police department is low," slightly more respondents disagreed (45.3%) than agreed (39.3%). Furthermore, most respondents (59.9%) did not agree that the NOPD respond in a timely manner. A majority of respondents (58.0%) also agreed that the NOPD has little impact on crime. The average ratings for the statements on satisfaction with the way NOPD officers do their jobs ( $M=2.50$ ) and a belief that past scandals are not representative of current practices ( $M=2.58$ ) was close to the midpoint of the scale, suggesting a neutral average response. Finally, nearly all of the respondents (88.1%) agreed that there was greater police presence in the French Quarter than other areas of New Orleans.

**Table 4. Citizens' satisfaction with NOPD**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
19. Corruption in the New Orleans Police Department is low. ( <i>M</i> =2.35)	99 (11.4)	295 (33.9)	326 (37.5)	16 (1.8)
23. There is more police presence in the French quarter than in other areas of New Orleans. ( <i>M</i> =3.41)	2 (0.2)	50 (5.8)	374 (43.0)	392 (45.1)
25. I feel the scandals associated with the New Orleans Police Department in the past do not reflect the current practices of the NOPD. ( <i>M</i> =2.58)	28 (3.2)	288 (33.1)	423 (48.7)	25 (2.9)
31. I am satisfied with the way NOPD officers do their jobs. ( <i>M</i> =2.50)	61 (7.0)	313 (36.0)	417 (48.0)	26 (3.0)
34. When called, NOPD officers respond in a timely manner. ( <i>M</i> =2.06)	243 (28.0)	277 (31.9)	247 (28.4)	21 (2.4)
24. Overall, the New Orleans Police Department has little impact on crime. ( <i>M</i> =2.68)	14 (1.6)	291 (33.5)	442 (50.9)	62 (7.1)

Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to each item.

While the previous sections of the survey were limited by whether individuals had contact with the NOPD in the last two years, this section included answers from all individuals. This method makes it possible to compare the responses of individuals who had contact with the police to those who had no contact. Table 5 shows the average ratings for each item for individuals with contact in the last two years and those without. On the one hand, individuals who had contact with the NOPD were less likely to believe corruption was low, to be satisfied with the way NOPD officers do their jobs, and to believe the NOPD responded in a timely manner. On the other hand, the average ratings for both groups were roughly equivalent for the items pertaining to police presence in the French Quarter, past NOPD scandals, and the NOPD's impact on crime. These data suggest, that on average, individuals with recent NOPD contact were less satisfied with the NOPD than those who did not have contact with NOPD officers.

**Table 5. Mean Satisfaction Ratings by Contact**

	<i>Have you interacted with a New Orleans Police Officer during the past two years?</i>	
	No	Yes
19. Corruption in the New Orleans Police Department is low.	2.49	2.17
23. There is more police presence in the French quarter than in other areas of New Orleans.	3.44	3.45

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**Table 5. Mean Satisfaction Ratings by Contact**

	<i>Have you interacted with a New Orleans Police Officer during the past two years?</i>	
	No	Yes
25. I feel the scandals associated with the New Orleans Police Department in the past do not reflect the current practices of the NOPD	2.59	2.55
31. I am satisfied with the way NOPD officers do their jobs.	2.53	2.32
34. When called, NOPD officers respond in a timely manner.	2.13	1.91
24. Overall, the New Orleans Police Department has little impact on crime.	2.73	2.74

### 3. Citizens' Perceptions of Change in the NOPD

Another set of questions in the community survey assessed citizens' perceptions of change in NOPD practices in recent years (Table 6). The data provided a mixed view of the NOPD. A majority of respondents believed that improvements in policing had been made in New Orleans (53.6%), that the NOPD had become a better police department (59.2%), and that the NOPD was less likely to use excessive force (52.6%) than in the past two years. However, a majority of respondents also believed that community members were more willing to resist NOPD officers (52.3%), and believed there were fewer officers in their community (52.9%) than there were two years ago. Items regarding neighbors' confidence in the NOPD ( $M=2.58$ ) and increases in use of force in recent years ( $M=2.57$ ) received neutral ratings and did not have a majority of respondents indicate they agreed or disagreed.

Three questions assessed the impact of negative publicity and advances in technology on NOPD policing efforts. A majority of respondents (66.9%) believed that negative publicity made NOPD officers' jobs more difficult, while a majority (51.8%) disagreed that audio and video recordings had made their jobs more difficult. However, a majority (60.5%) agreed that cell phone or video recording of NOPD officers caused officers to be more apprehensive to use force.

Overall, the items included in this section provided an interesting mix of responses with no clear indication of overall improvement in perceptions of the NOPD. This mix manifested in some conflicting evidence such as a majority of respondents believing the NOPD was less likely to use excessive force, but neutral responses to a separate item asking whether use of force has increased over the past two years. Police use of force has become an extremely sensitive topic in the public discourse since the events in Ferguson, Missouri in August 2014 – a date that roughly coincides with the 2-year reference period used in many of these questions. Individuals who watch the news frequently may be more likely to perceive outside news events as indicative of

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the behavior of NOPD officers. Additionally, local news may be more likely to conduct stories on police use of force given its prominence in the national discourse.

**Table 6. Citizen perceptions of change in the NOPD**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
13. There have been improvements in policing in New Orleans over the past two years. ( <i>M</i> =2.59)	46 (5.3)	258 (29.7)	433 (49.8)	33 (3.8)
26. In the past two years, the NOPD has become a better police department. ( <i>M</i> =2.63)	48 (5.5)	212 (24.4)	494 (56.8)	21 (2.4)
40. When compared to 2 years ago, my neighbors have more confidence in the NOPD. ( <i>M</i> =2.58)	32 (3.7)	270 (31.1)	386 (44.4)	30 (3.5)
45. Over the past 2 years, community members have become more willing to resist NOPD officers. ( <i>M</i> =2.68)	11 (1.3)	264 (30.4)	404 (46.5)	50 (5.8)
46a. I have noticed fewer NOPD officers in my community over the past two years. ( <i>M</i> =2.67)	19 (2.2)	317 (36.5)	368 (42.3)	92 (10.6)
46. Negative publicity surrounding policing lately has made NOPD officers' jobs more difficult. ( <i>M</i> =2.78)	18 (2.1)	214 (24.6)	509 (58.6)	72 (8.3)
47. Audio and video recordings of NOPD have made their jobs more difficult. ( <i>M</i> =2.45)	48 (5.5)	402 (46.3)	325 (37.4)	47 (5.4)
48. Cell phone or video recording of NOPD officers has caused officers to be more apprehensive to use force. ( <i>M</i> =2.71)	20 (2.3)	253 (29.1)	466 (53.6)	60 (6.9)
49. NOPD police use of force has increased in recent years. ( <i>M</i> =2.57)	8 (0.9)	363 (41.8)	310 (35.7)	62 (7.1)
50. Compared to two years ago, today NOPD are less likely to use excessive force. ( <i>M</i> =2.61)	30 (3.5)	257 (29.6)	429 (49.4)	28 (3.2)

Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to each item.

Table 7 presents the mean item ratings for each of the change-related questions for those who have and have not had contact with the NOPD in the last two years. Individuals who had contact with the NOPD were less likely than those without contact to believe there had been improvements in policing in New Orleans, that the NOPD had become a better police department, and to believe their neighbors had more confidence in the NOPD. There were higher

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average ratings for individuals with recent NOPD contact on items referring to fewer NOPD officers in their community, that negative publicity had made officers' jobs more difficult, and that recordings made officers more apprehensive to use force. Especially interesting were the average ratings for items regarding resisting the NOPD, and police use of force. Individuals with recent NOPD contact were less likely than those without NOPD contact to believe that community members were more willing to resist NOPD officers and less likely to believe that use of force had increased, while they had roughly equivalent average views on NOPD excessive use of force. In sum, individuals with recent contact were less likely than those without contacts to believe the NOPD had made positive changes in all areas except for use of force. Instead, individuals with recent contact were less likely than those without contact to believe the NOPD had increased use of force in recent years.

**Table 7. Mean Change Ratings by Contact**

	<i>Have you interacted with a New Orleans Police Officer during the past two years?</i>	
	No	Yes
13. There have been improvements in policing in New Orleans over the past two years.	2.65	2.52
26. In the past two years, the NOPD has become a better police department.	2.68	2.51
40. When compared to 2 years ago, my neighbors have more confidence in the NOPD.	2.65	2.49
45. Over the past 2 years, community members have become more willing to resist NOPD officers.	2.74	2.65
46a. I have noticed fewer NOPD officers in my community over the past two years.	2.71	2.80
46. Negative publicity surrounding policing lately has made NOPD officers' jobs more difficult.	2.70	2.84
47. Audio and video recordings of NOPD have made their jobs more difficult.	2.53	2.48
48. Cell phone or video recording of NOPD officers has caused officers to be more apprehensive to use force.	2.67	2.77
49. NOPD police use of force has increased in recent years.	2.63	2.55
50. Compared to two years ago, today NOPD are less likely to use excessive force.	2.63	2.63



#### 4. Citizens' Perceptions of NOPD Procedural Justice and Trustworthiness

Several questions on the community survey assessed citizens' perceptions of NOPD procedural justice and trustworthiness (Table 8). The results for this section were somewhat mixed, but mostly positive. A majority of respondents felt that New Orleans police officers were honest (57.6%), fair (63.2%), professional (68.0%), and followed NOPD procedures (62.6%). A majority of respondents also indicated that they trusted the NOPD (53.5%), respected the NOPD (78.1%), and were confident in the NOPD (58.1%). The average rating for the statement, "I expect the New Orleans police officers will treat me fairly," fell within the agree category ( $M=2.97$ ). Finally, a majority of respondents felt that the NOPD tried to be fair when policing the community (66.2%).

A number of questions in this section received neutral or negative responses. In particular, respondents were mixed on whether NOPD officers had more integrity than other police officers ( $M=2.52$ ), whether NOPD officers were racist ( $M=2.35$ ), whether NOPD officers treated victims well ( $M=2.54$ ), and whether the NOPD acted in ways

**Table 8. Citizens' perceptions of NOPD procedural justice and trustworthiness**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
14. Police officers in New Orleans are honest. ( $M=2.60$ )	46 (5.3)	254 (29.2)	476 (54.8)	24 (2.8)
15. Compared to other places, NOPD officers have more integrity. ( $M=2.52$ )	42 (4.8)	299 (34.4)	395 (45.5)	18 (2.1)
16. Police officers in New Orleans are fair. ( $M=2.64$ )	47 (5.4)	226 (26.0)	527 (60.6)	23 (2.6)
17. Police officers in New Orleans are professional. ( $M=2.70$ )	35 (4.0)	203 (23.4)	565 (65.0)	26 (3.0)
18. While conducting their duties, officers follow NOPD procedures. ( $M=2.71$ )	34 (3.9)	179 (20.6)	515 (59.3)	29 (3.3)
20. Police officers in New Orleans are not racist or biased against minorities. ( $M=2.35$ )	84 (9.7)	345 (39.7)	303 (34.9)	23 (2.6)
21. I expect the New Orleans police officers will treat me fairly. ( $M=2.97$ )	0 (0.0)	126 (14.5)	581 (66.9)	105 (12.1)
22. New Orleans police officers treat victims of crime well. ( $M=2.54$ )	45 (5.2)	278 (32.0)	406 (46.7)	23 (2.6)
30. I trust the NOPD. ( $M=2.48$ )	103 (11.9)	258 (29.7)	432 (49.7)	33 (3.8)
32. I respect the NOPD. ( $M=2.83$ )	39 (4.5)	122 (14.0)	618 (71.1)	61 (7.0)

**Table 8. Citizens' perceptions of NOPD procedural justice and trustworthiness**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
33. The NOPD tries to be fair when policing the community. ( <i>M</i> =2.70)	33 (3.8)	203 (23.4)	549 (63.2)	26 (3.0)
41. The NOPD police act in ways that are consistent with my own moral values. ( <i>M</i> =2.47)	51 (5.9)	332 (38.2)	379 (43.6)	22 (2.5)
42. You should accept NOPD police decisions because that is the proper thing to do. ( <i>M</i> =2.33)	93 (10.7)	374 (43.0)	330 (38.0)	15 (1.7)
43. The NOPD police provide the same quality of service to all community members. ( <i>M</i> =2.20)	107 (12.3)	423 (48.7)	246 (28.3)	9 (1.0)
44. I have confidence in the New Orleans Police Department. ( <i>M</i> =2.57)	58 (6.7)	264 (30.4)	477 (54.9)	28 (3.2)

Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to each item.

consistent with residents' moral values (*M*=2.47). The category, neither agree nor disagree, received a majority of responses for each of these items. A majority of respondents disagreed with statements regarding accepting NOPD police decisions (53.7%), and that the NOPD provided the same quality of service to all community members (61.0%).

The average rating for each item in Table 8 for individuals with and without recent contact with the NOPD is presented in Table 9. For most of the items related procedural justice and trustworthiness, there were lower average ratings for individuals with recent NOPD contact compared to those who did not have recent NOPD contact. However, the average rating for individuals with recent contact was roughly equivalent for items pertaining to New Orleans officers' honesty, New Orleans officers following NOPD procedures, and expectations of fairness.

**Table 9. Mean Procedural Justice and Trustworthiness Rating by Contact**

	<i>Have you interacted with a New Orleans Police Officer during the past two years?</i>	
	No	Yes
19. Police officers in New Orleans are honest.	2.61	2.62
20. Compared to other places, NOPD officers have more integrity.	2.63	2.47
21. Police officers in New Orleans are fair.	2.70	2.62

**Table 9. Mean Procedural Justice and Trustworthiness Rating by Contact**

	<i>Have you interacted with a New Orleans Police Officer during the past two years?</i>	
	No	Yes
22. Police officers in New Orleans are professional.	2.71	2.64
23. While conducting their duties, officers follow NOPD procedures.	2.70	2.76
20. Police officers in New Orleans are not racist or biased against minorities.	2.45	2.34
21. I expect the New Orleans police officers will treat me fairly.	2.98	2.97
22. New Orleans police officers treat victims of crime well.	2.66	2.51
30. I trust the NOPD.	2.56	2.41
32. I respect the NOPD.	2.86	2.80
33. The NOPD tries to be fair when policing the community.	2.76	2.65
41. The NOPD police act in ways that are consistent with my own moral values.	2.55	2.41
42. You should accept NOPD police decisions because that is the proper thing to do.	2.51	2.20
43. The NOPD police provide the same quality of service to all community members.	2.37	2.09
44. I have confidence in the New Orleans Police Department.	2.64	2.53

## 5. Citizens' Willingness to Cooperate with the NOPD

The concept of procedural justice recognizes a link between procedural justice, trustworthiness, and individuals' willingness to cooperate with the police. Three questions on the community survey assessed citizens' willingness to cooperate with the NOPD (Table 10). Given, the relatively positive findings of the items concerning procedural justice and trustworthiness, it would be expected that the items regarding cooperation would receive relatively positive responses. Consistent with this expectation, the average response to all three items included in Table 10 was closest to the Agree category ( $M=3.06$ ,  $M=3.00$ ,  $M=2.78$ ). A majority of respondents indicated a willingness to report dangerous or suspicious activities (82.7%), a willingness to call the NOPD if they witnessed a crime (83.4%), and a willingness to assist the NOPD if asked (67.9%).

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**Table 10. Citizens' willingness to cooperate with the NOPD**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
36. I would report a dangerous or suspicious activity to the NOPD. ( <i>M</i> =3.06)	19 (2.2)	100 (11.5)	532 (61.2)	187 (21.5)
37. I would call the NOPD if I witnessed a crime. ( <i>M</i> =3.00)	27 (3.1)	117 (13.5)	553 (63.6)	172 (19.8)
39. If asked, I would help the NOPD find someone suspected of committing a crime. ( <i>M</i> =2.78)	65 (7.5)	186 (21.4)	458 (52.7)	132 (15.2)

Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to each item.

Following up on these items, the survey also asked respondents who were unwilling to call the NOPD why they would not call the police (Table 11). In total, 132 respondents (15.2%) indicated they would not call the NOPD if they witnessed or became aware of a crime. For these respondents, the most common reason to not call the police was because the respondent did not trust the NOPD (30.3%) or the respondent simply did not wish to get involved (32.6%). This finding further reinforces the link between the perceived trustworthiness of the police with a willingness to cooperate. Improving perceptions of the NOPD could help make their job easier by increasing the likelihood that citizens will cooperate in their investigations.

**Table 11. Reasons for not calling NOPD**

	<i>N</i>	%
I do not trust the NOPD.	40	30.3
I do not want to be seen cooperating with NOPD.	24	18.2
I would fear consequences from the NOPD.	12	9.1
I simply wouldn't want to get involved.	43	32.6
I would cooperate anonymously, for example, through Crime Stoppers.	13	9.8

*Note:* Percentages reflect the percentage of respondents that indicated they would not call the NOPD if they witnessed or became aware of a crime.

Similar to previous sections, the average ratings for cooperation for individuals with and without recent police contact are presented in Table 12. Surprisingly, the average rating for individuals with recent police contact was higher across all three items than for those without recent contact. This suggests that individuals who recently had contact with the NOPD are more likely to cooperate with the police in the future.

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**Table 12. Mean Ratings of Cooperation by Contact**

	<i>Have you interacted with a New Orleans Police Officer during the past two years?</i>	
	No	Yes
36. I would report a dangerous or suspicious activity to the NOPD.	2.98	3.16
37. I would call the NOPD if I witnessed a crime.	2.95	3.11
39. If asked, I would help the NOPD find someone suspected of committing a crime.	2.73	2.86

## 6. Citizens' Perceptions of NOPD Respect & Transparency

Related to perceptions of trustworthiness were three items that asked citizens for their perceptions of NOPD respect and transparency (Table 13). A majority of respondents believed the NOPD keeps the public informed (54.9%) and treats people with respect (61.4%). Responses to the item "The NOPD is open and honest when dealing with the public" were more mixed ( $M=2.47$ ), with neither agree nor disagree receiving a majority of responses.

**Table 13. Citizens' perceptions of NOPD respect & transparency**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	<i>N (%)</i>	<i>N (%)</i>	<i>N (%)</i>	<i>N (%)</i>
27. The NOPD keeps the public informed. ( $M=2.54$ )	51 (5.9)	293 (33.7)	460 (52.9)	17 (2.0)
28. The NOPD is open and honest when dealing with the public. ( $M=2.47$ )	59 (6.8)	323 (37.2)	413 (47.5)	14 (1.6)
29. The NOPD treats people with respect. ( $M=2.64$ )	43 (4.9)	232 (26.7)	509 (58.6)	24 (2.8)

Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to each item.

The average ratings on the items related to NOPD's transparency and respect for individuals with and without recent contact with the NOPD is presented in Table 14. Consistent with previous comparisons, there were lower average ratings for individuals with recent NOPD contact across all three transparency and respect items compared to those without recent contact.

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**Table 14. Mean Ratings of Transparency and Respect by Contact**

	<i>Have you interacted with a New Orleans Police Officer during the past two years?</i>	
	No	Yes
27. The NOPD keeps the public informed.	2.59	2.49
28. The NOPD is open and honest when dealing with the public.	2.55	2.37
29. The NOPD treats people with respect.	2.66	2.59

### 7. Citizens' Perceptions NOPD Treatment of Minorities

A series of questions on the community survey also assessed citizens' perceptions of NOPD treatment of minority groups. Unlike previous items, this section included a "No Opinion" option. This category is included in Table 15, but when determining the mean response, this category was treated as missing. Responses to items in this section were mostly negative. The average response to items asking about the fair treatment of the black community ( $M=2.16$ ) and the Latino community ( $M=2.23$ ) were closest to the disagree category. However, similar items asking about the Vietnamese community ( $M=2.54$ ) and the lesbian, gay, bisexual and transgender (LGBT) community ( $M=2.48$ ) were closer to the mid-point of the scale or a neutral assessment.

Evidence of a tense relationship between the NOPD and the black community was further supported by responses to a number of other items. A majority of respondents felt that the NOPD engaged in racial profiling (55.7%), the black community expects to be harassed by the NOPD (62.8%), and the black community does not feel the NOPD is credible (60.1%). With respect to the Latino community, the average response to the item, "Members of the New Orleans Latino community don't report crimes to NOPD due to fear of deportation," fell in the agree category ( $M=3.02$ ). The average ratings for items asking about the LGBT community's confidence in the NOPD ( $M=2.70$ ) and the treatment of homeless individuals were neutral ( $M=2.65$ ). Finally, a majority of respondents felt that body worn cameras reduced the likelihood of improper use of force against minorities (61.1%).

**Table 15. Citizens' perceptions of how NOPD officers treat minorities and other groups**

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
	<i>N (%)</i>	<i>N (%)</i>	<i>N (%)</i>	<i>N (%)</i>	<i>N (%)</i>
51. New Orleans police officers treat members of the Black community fairly. ( $M=2.16$ )	125 (14.4)	306 (35.2)	203 (23.4)	11 (1.3)	183 (21.1)

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**Table 15. Citizens' perceptions of how NOPD officers treat minorities and other groups**

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
52. New Orleans police officers treat members of the Latino community fairly. ( <i>M</i> =2.23)	53 (6.1)	232 (26.7)	135 (15.5)	9 (1.0)	396 (45.6)
53. New Orleans police officers treat members of the Vietnamese community fairly. ( <i>M</i> =2.54)	22 (2.5)	129 (14.8)	173 (19.9)	17 (2.0)	486 (55.9)
54. New Orleans police officers treat members of the Lesbian, Gay, Bisexual and Transgender (LGBT) community fairly. ( <i>M</i> =2.48)	37 (4.3)	137 (15.8)	178 (20.5)	19 (2.2)	456 (52.5)
55. New Orleans police officers engage in racial profiling. ( <i>M</i> =2.91)	11 (1.3)	152 (17.5)	371 (42.7)	113 (13.0)	189 (21.7)
56. The NOPD has officers capable of communicating with Spanish-speaking victims. ( <i>M</i> =2.78)	10 (1.2)	92 (10.6)	320 (36.8)	14 (1.6)	388 (44.6)
57. Members of the New Orleans Latino community don't report crimes to NOPD due to fear of deportation. ( <i>M</i> =3.02)	4 (0.5)	45 (5.2)	337 (38.8)	60 (6.9)	374 (43.0)
58. Members of the Black community expect to be harassed by the NOPD. ( <i>M</i> =3.00)	9 (1.0)	111 (12.8)	414 (47.6)	132 (15.2)	164 (18.9)
59. Members of the Black community do not believe the NOPD is credible. ( <i>M</i> =2.97)	3 (0.3)	102 (11.7)	434 (49.9)	89 (10.2)	203 (23.4)
60. Body worn cameras reduce the likelihood of improper use of force towards minorities by NOPD. ( <i>M</i> =2.87)	25 (2.9)	131 (15.1)	464 (53.4)	86 (9.9)	117 (13.5)
61. Members of the Lesbian, Gay, Bisexual and Transgender (LGBT) community do not have confidence in the NOPD. ( <i>M</i> =2.70)	11 (1.3)	101 (11.6)	173 (19.9)	29 (3.3)	501 (57.7)
62. During encounters with the NOPD, police treat the homeless poorly. ( <i>M</i> =2.65)	7 (0.8)	201 (23.1)	234 (26.9)	46 (5.3)	331 (38.1)

Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to each item. To compute mean scores, no opinion is treated as missing.



## 8. Citizens' Views of the NOPD and Immigration

The last group of items on the community survey asked residents for their views of the NOPD and immigration (Table 16). As with the previous section, a “No Opinion” category was included and was included in the distribution of responses, but omitted from estimates of the average response. For all three items in this section the average response was neutral and similar percentages responded agree and disagree.

**Table 16. Citizens' views of the NOPD and immigration**

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
63. NOPD officers ask for immigration identification papers. ( <i>M</i> =2.49)	6 (0.7)	112 (12.9)	109 (12.5)	6 (0.7)	577 (66.4)
64. New Orleans police officers question Latinos about their immigration status. ( <i>M</i> =2.54)	6 (0.7)	106 (12.2)	113 (13.0)	10 (1.2)	579 (66.6)
65. New Orleans police officers refer Latinos to the U.S. Immigration and Customs Enforcement. ( <i>M</i> =2.46)	10 (1.2)	91 (10.5)	88 (10.1)	6 (0.7)	612 (70.4)

### D. Community Survey Comparison (2014-2016)

#### 1. Executive Summary

The New Orleans Office of the Consent Decree Monitor (the Monitoring Team) conducted household surveys in New Orleans, in December 2014 and January/February 2017 to assess the community's perceptions of the New Orleans Police Department (NOPD). The recent community survey increased its sample size to 869 people from 549 in 2014. Overall, the demographics of these survey participants were very similar, however, more participants were born in New Orleans and owned their own home in the 2017 survey compared to the 2014 survey.

Our comparative analysis of the community surveys proceeds in three stages. The first stage assesses overall differences in citizen perceptions between 2014 and 2017. The second stage assesses racial differences in citizen perceptions in 2014 and 2017. Finally, the third stage examines how the Monitoring Team's survey compared to a similar survey conducted by the New Orleans Crime Coalition (NOCC).

- Overall Comparisons Between 2014 and 2017
  - Citizens had better perceptions of their most recent contact with the NOPD in 2017 (*M*=2.70) than 2014 (*M*=2.87)

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- Citizens were more satisfied with the NOPD in 2017 ( $M=2.36$ ) than in 2014 ( $M=2.23$ )
- Citizens had higher ratings of trust in the NOPD in 2017 ( $M=2.64$ ) than in 2014 ( $M=2.40$ )
- Citizens were more willing to cooperate with the NOPD in 2017 ( $M=2.95$ ) than in 2014 ( $M=2.78$ )
- Racial Comparisons between 2014 and 2017
  - Perceptions of recent contact and overall satisfaction with the NOPD increased equally for blacks and whites
  - Perceptions of trust in the NOPD and willingness to cooperate with the NOPD increased more rapidly for blacks than whites resulting in a smaller gap between blacks and whites perceptions of the NOPD in 2017 than in 2014
- Comparison to NOCC Survey
  - The New Orleans Crime Coalition's survey shows similar trends to the Monitoring Team survey but has consistently higher perceptions of the NOPD
- Recommendations from comparison of NOCC and the Monitoring Team:
  - NOCC should continue to pursue responses from individuals with previous contact with the police (including felons)
  - The Monitoring Team should collect information on police district when collecting survey data to improve location comparisons
  - The Monitoring Team should continue to use multiple items to measure trust, cooperation, satisfaction, and other important concepts to continue having better reliability than single item measures

## 2. Comparative Analysis

The Monitoring Team conducted in-person surveys of New Orleans community members in December 2014 and January/February 2017 about their perceptions of the New Orleans Police

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Department (NOPD).<sup>27</sup> In 2014, a sample of 549 New Orleans residents was surveyed, while in 2017 a larger sample of 869 residents was surveyed. Table 1 presents the percentages of each sample that fall into demographic categories. Only percentages are presented, as differences in sample size would make comparisons of raw numbers difficult to interpret.

Roughly half of participants in both 2014 and 2017 were male and similar percentages of the sample fell into the age categories specified in the 2014 survey,<sup>28</sup> though the 2017 sample does appear to be slightly older with higher percentages in the 55-64 category and 65 and older category. Roughly half of the participants in both surveys self-identified as black and approximately 35% of both samples self-identified as white. Similar percentages were also seen in the education and marital status responses. Key differences in the samples were seen in the percentage of respondents who were born in New Orleans, owned their own home, and had contact with the police. More participants indicated they were born in New Orleans and owned their own home in 2017 than in 2014 by a fairly wide margin (~10%). 2014 participants were more likely to have had contact with the police; an item found to be important in understanding attitudes toward the NOPD.

**Table 1. Demographics**

	% in 2014	% in 2017
<b>Gender</b>		
Male	49.2	50.3
Female	48.1	48.7
<b>Age</b>		
Less than 24	5.1	5.4
25-34	24.2	19.3
35-44	20.4	18.5
45-54	18.6	14.5
55-64	15.7	17.5
Greater than 65	12.9	17.6
<b>Race/Ethnicity</b>		
Black	50.5	54.8
White	37.9	35.6
Asian	1.3	0.6
Hispanic	2.6	1.0
Other	3.6	5.2
<b>Education</b>		

<sup>27</sup> Differences in the methodologies used in these surveys are not reviewed here but should be examined for potential reasons for differences in survey results across these two surveys.

<sup>28</sup> The 2017 survey included age as an open-ended question, so exact ages were calculated. However, the 2014 survey asked for respondents to indicate which age range they fell into. As a result, the best method of comparison for this data was to reduce the 2017 data into the 2014 categories.

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**Table 1. Demographics**

	% in 2014	% in 2017
Less than High School	10.9	6.1
High School	46.8	45.0
College Degree	25.3	34.2
Graduate/Professional Degree	12.8	10.8
Marital Status		
Single	40.4	40.4
Married	33.5	38.8
Divorced	11.7	7.2
Widowed	5.8	5.8
Partnered	4.9	3.3
Born in New Orleans?		
Yes	62.8	70.2
No	33.2	29.8
Own Home?		
Own	47.4	61.7
Rent	44.3	35.6
Contact with Police?		
Yes	47.9	41.4
No	52.1	58.6

*Note:* Percentages do not sum to 100 because of missing values.

Comparisons using these data are presented here for two reasons. First, the respondents share many similarities across a variety of other demographic categories. Second, the “contact with police” question itself presents problems when trying to analyze data. In the 2014 version of the survey individuals were asked if they had any contact with the police, and if so, when? In the 2017 version of the survey individuals were asked if they had any contact with the police during the past two years. To create a variable that could be compared between surveys, the 2014 responses to the “when” portion of the question were used to create a new variable that captured only those individuals who specified a date of last contact with the NOPD within the past 2 years (this is the variable presented in Table 1). Human memory is fallible and altering the way questions are asked that rely on memory can affect the way people respond to questions.<sup>29</sup> On the one hand, creating a date for the last contact with the police may have resulted in individuals

<sup>29</sup> There is a large body of research on how differences in the way a question is asked can cause individuals to respond differently when the response relies on memory. For example, research has demonstrated that the accuracy of eyewitness identification varies according to the method used for identification. It may be that the difference in the manner the questions were asked created the differences seen here. *See* Steblay, N., Dysart, J., Fulero, S., & Lindsay, R.C.L. (2001). Eyewitness accuracy rates in sequential and simultaneous lineup presentations: A meta-analytic comparison. *Law and Human Behavior*, 25, 459-473.

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underestimating how long ago they had contact with the police. On the other hand, when asked if there was contact in the last 2 years in the 2017 version, old contact may have been easier to dismiss. Although we are aware that the differences in our contact with the members of the community could have influenced their responses, the data are worth reporting.

### 3. 2014 and 2017 Overall Comparisons

The first set of comparisons presented in this report will focus on how the overall ratings of the entire sample compare between 2014 and 2017. As with the previous reports, this comparison starts with individuals' ratings of their last encounter with the NOPD. In the 2014 survey, individuals were supposed to answer the questions if they had any previous contact with the NOPD.<sup>30</sup> For the 2017 survey, these questions were only answered by individuals who indicated they had contact with the NOPD in the last 2 years. To reconcile this difference, the variable created in Table 1 to estimate individuals in the 2014 survey that had contact with the police in the last two years was used here as a criteria for inclusion in Table 2. That is, only individuals from the 2014 survey who indicated their most recent contact with the NOPD occurred in the past two years were included in Table 2.

To compare ratings of citizens' attitudes towards the police throughout this report, mean values will be compared for key items. Mean values were created by giving a value of 1 to responses of strongly disagree, 2 to disagree, 3 to agree, and 4 to strongly agree. As a result, higher values indicate stronger agreement on average for the given item. Mean values are presented because they are easier to interpret and present than examinations of individual responses to each item. In Table 2, the mean rating is shown to be consistently higher in the 2017 survey than the 2014 survey. Individuals in the 2017 survey gave more positive ratings of the NOPD officers trustworthiness, dignity, respect, and politeness, as well as believing that the officer followed procedure and being satisfied with the officers behavior.

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<sup>30</sup> Individuals in the 2014 survey did not adhere to filter questions as well as they did in the 2017 survey. For example, if individuals indicated they had not had any previous contact with the NOPD, they were supposed to skip to the next section of questions. In 2017, electronic data collection (pre-loaded tablets) forced all respondents to follow this direction. In 2014, when responses were written by the surveyor, many individuals were asked all the questions regarding police contact, despite having no police contact.



**Table 2. Citizens' satisfaction with NOPD officers during most recent interaction**

	2014 Mean	2017 Mean
When interacting with the police officer, I felt he/she was trustworthy.	2.67	2.84
I believe the police officer was following New Orleans Police Department procedures.	2.72	2.85
I was satisfied with how the police officer behaved.	2.65	2.84
The police officer treated me with dignity.	2.73	2.90
The police officer treated me with respect.	2.74	2.90
The police officer was polite when dealing with me.	2.71	2.87

*Note:* The wordings for some of these items varied slightly between 2014 and 2017. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2017.

To summarize further the differences in the 2014 and 2017, surveys scale scores were created for this table and compared across years. As with previous reports, items in the table were entered into an exploratory factor analysis to ensure that the appropriate scale structure was utilized. However, unlike with previous reports, the scale values calculated here are simple averages of responses to each item rather than regression scores.<sup>31</sup> As expected by the examination of the items in Table 2, respondents to the 2017 survey ( $M=2.87$ ) had significantly higher average scores on the recent contact scale than respondents to the 2014 survey ( $M=2.70$ ).<sup>32</sup>

The next section of questions dealt with individuals' ratings of their most recent contact with NOPD if they were stopped or questioned by the NOPD. Significant issues of non-compliance with filter questions (questions where individuals are only supposed to respond if they meet some qualifier, such as having been stopped or questioned by the NOPD) were seen in the 2014 survey when individuals continued to respond to contact questions after indicating they had not previously had contact with the NOPD. This same problem was not seen in the 2017 survey.<sup>33</sup> Having individuals indicate when their last contact with the police occurred provided an opportunity to filter out noncompliance with the filter question for Table 2. However, there was no such opportunity for the items pertaining to individuals who were stopped or questioned. Further evidence of noncompliance with filter questions was seen in the 2014 data as an unrealistically high percentage of individuals indicating they had previous contact with the police

<sup>31</sup> While regression scores represent a more refined approach to scale construction, a simple average score approach was taken here because more complicated comparisons made later in the report will be more meaningful if they remain on the four-point (strongly disagree to strongly agree) structure developed here. This structure is abandoned for standardized scores with a mean of 0 when regression scores are utilized.

<sup>32</sup>  $t(483.01)=-2.99, p<0.01$

<sup>33</sup> See footnote 4.

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also indicated they had been stopped or questioned by the police during this encounter (71.1%).<sup>34</sup> As a result, comparisons of responses to these questions are nearly impossible to interpret. The mean responses to these items are presented in Appendix G for those curious about what the comparisons might look like despite the trouble in interpreting them but are not included in the main body of this report. These items should not be used to support any conclusions or inferences about the NOPD, and are presented to demonstrate the transparency of the Monitoring Team.

A series of questions on the survey also asked for citizens' overall satisfaction with the NOPD (Table 3). On the 2017 survey, citizens were more likely to believe that corruption in the NOPD is low, that past NOPD scandals did not reflect current practices, and that they were satisfied with the way NOPD officers do their jobs. While these items all reflected positive change, individuals in 2017 were also more likely to believe that there was more police presence in the French Quarter than in other areas. Finally, the mean ratings of items regarding NOPD officers responding in a timely manner and the ability of the NOPD to impact crime rates remained relatively stable from 2014 to 2017.

**Table 3. Citizens' satisfaction with NOPD**

	2014 Mean	2017 Mean
Corruption in the New Orleans Police Department is low.	2.22	2.35
There is more police presence in the French Quarter than in other areas of New Orleans.	3.17	3.41
I feel the scandals associated with the New Orleans Police Department in the past do not reflect the current practices of the NOPD.	2.43	2.58
I am satisfied with the way NOPD officers do their jobs.	2.29	2.50
When called, NOPD officers respond in a timely manner.	2.02	2.06
Overall, the New Orleans Police Department has little impact on crime.	2.63	2.68

*Note:* The wordings for some of these items varied between 2014 and 2017. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2017.

Exploratory factor analysis of the items in Table 3 showed three factors. The questions regarding police presence in the French Quarter and the impact of the NOPD on crime loaded on their own factors, with all items loading on a single, overall satisfaction factor. Participants in the 2017

<sup>34</sup> Compared to 33.6% in 2017. Note that if this were not the result of noncompliance it would mean that it was more than twice as likely that contact with the police in 2014 was the result of being stopped or questioned than in 2014.

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survey ( $M=2.36$ ) had higher overall ratings of satisfaction than 2014 participants ( $M=2.23$ ).<sup>35</sup> Participants in the 2017 survey ( $M=3.41$ ) were also more likely to agree that police presence was greater in the French Quarter than other areas than the 2014 participants ( $M=3.17$ ).<sup>36</sup> Finally, as seen in Table 3, ratings of the NOPD's impact on crime was stable from 2014 ( $M=2.63$ ) to 2017 ( $M=2.67$ ).<sup>37</sup>

**Table 4. Citizens' perceptions of NOPD procedural justice and trustworthiness**

	2014 Mean	2017 Mean
Police officers in New Orleans are honest.	2.47	2.60
Compared to other places, NOPD officers have more integrity.	2.21	2.52
Police officers in New Orleans are fair.	2.41	2.64
Police officers in New Orleans are professional.	2.42	2.70
Police officers in New Orleans are not racist or biased against minorities.	2.29	2.35
I expect the New Orleans police officers will treat me fairly.	2.50	2.97
New Orleans police officers treat victims of crime well.	2.34	2.54
I trust the NOPD.	2.38	2.48
I respect the NOPD.	2.71	2.83
I have confidence in the New Orleans Police Department.	2.35	2.57

*Note:* The wordings for some of these items varied slightly between 2014 and 2017. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2017.

Table 4 presents a series of items that asked about citizens' perceptions of the NOPD's level of procedural justice and trustworthiness. Consistent with the analyses presented above, 2017 averages for the items in Table 4 were consistently higher than the averages for 2014. Exploratory factor analysis supported treating these items as a single scale regarding trust in the NOPD. Summarizing the items in the scale further supported the conclusion that 2017 participants ( $M=2.64$ ) had greater trust in the NOPD than 2014 participants ( $M=2.40$ ).<sup>38</sup>

Finally, Table 5 presents the results of three items that asked about willingness to cooperate with the NOPD. Again, there was consistently stronger agreement with each item in 2017 than in 2014. An average scale summarizing these items allowed for a clear conclusion that participants in 2017 ( $M=2.95$ ) were more willing to cooperate with the NOPD than participants in 2014 ( $M=2.78$ ).<sup>39</sup>

<sup>35</sup>  $t(970.35)=-4.00, p<0.01$

<sup>36</sup>  $t(936.24)=-6.17, p<0.01$

<sup>37</sup>  $t(1001.1)=-1.46, p=0.14$

<sup>38</sup>  $t(777.84)=-7.04, p<0.01$

<sup>39</sup>  $t(1024.1)=-5.04, p<0.01$

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**Table 5. Citizens' willingness to cooperate with the NOPD**

	2014 Mean	2017 Mean
I would report a dangerous or suspicious activity to the NOPD.	2.94	3.06
I would call the NOPD if I witnessed or became aware of a crime. <sup>1</sup>	2.80	3.00
If asked, I would help the NOPD find someone suspected of committing a crime.	2.58	2.78

*Note:* The wordings for some of these items varied slightly between 2014 and 2017. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2017.

<sup>1</sup>This item was reverse coded in 2014, but the mean here has been adjusted for comparison with the 2017 item.

One last set of questions had overlap in their content. These questions asked for citizens' perceptions of how NOPD officers treat minorities and other groups. However, the 2017 survey allowed individuals to select "No Opinion" in response to the item, while the 2014 survey only included options ranging from strongly disagree to strongly agree. As a result, it is possible that the average rating will be altered as only individuals with strong opinions will have answered these items. An examination of the data did, in fact, reveal that significantly more respondents answered these questions in 2014 than in 2017. There is no clear method of overcoming this difference in response categories, so these items are not presented here. They have been included in Appendix G for those curious about what the analysis would look like. As with the stopped or questioned items, none of these items should be used to draw conclusions or inferences about the NOPD.

#### 4. Racial Comparisons between 2014 and 2017

The next set of comparisons examined differences in perceptions of the NOPD by race from 2014 to 2017. For example, Table 6 presents the difference in the average rating for black participants and the average rating for white participants in 2017 and 2014 for each item. This value was calculated by subtracting the mean for black participants on a given item from the mean for white participants on the same item. Put another way, the 2014 mean for the first item should be interpreted as: In 2014, white participants had an average rating 0.29 units higher than black participants on the item "When interacting with the police officer, I felt he/she was trustworthy." This interpretation is a bit complex but serves a more general purpose.

Addendums to the Community Survey Reports in 2014 and 2017 both suggested that white citizens viewed the NOPD more positively than black citizens.<sup>40</sup> The tables presented in this section are intended to examine whether or not the gap in perceptions between white citizens and

<sup>40</sup> The 2014 report compared whites to racial minorities, however, the racial minority category was overwhelmingly made up of blacks. Furthermore, though blacks are a racial minority in the United States, they actually make up greater than 50% of both the 2014 and 2017 samples. This likely makes their experience qualitatively different from other racial minorities in New Orleans. As a result, the comparisons presented here utilize the method presented in the 2017 report where blacks are compared to whites.

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black citizens has increased or decreased. Each table is followed up by examining the scale scores presented above in a similar manner. These analyses show whether the gap has narrowed or widened over time in relation to the original scale. For example, did both values increase and the gap widen or did only white values increase which widened the gap?

To begin these comparisons, Table 6 presents the racial differences for the items pertaining to an individual's most recent contact with the NOPD (*see* Table 2). The gap between racial perceptions was greater in 2017 for the first item regarding officer trustworthiness. The gap between racial perceptions was smaller in 2017 for items pertaining to following NOPD procedures, satisfaction with officer behavior, and officer politeness. Items regarding respect and dignity had a relatively stable gap from 2014 to 2017.

**Table 6. Differences in perceptions of most recent contact by race**

	2014 Mean	2017 Mean
When interacting with the police officer, I felt he/she was trustworthy.	0.29	0.51
I believe the police officer was following New Orleans Police Department procedures.	0.45	0.37
I was satisfied with how the police officer behaved.	0.44	0.38
The police officer treated me with dignity.	0.43	0.42
The police officer treated me with respect.	0.37	0.38
The police officer was polite when dealing with me.	0.40	0.34

*Note:* The wordings for some of these items varied slightly between 2014 and 2017. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2017.

Figure 1 utilizes the scale score produced previously to compare changes in perceptions of contact from 2014 to 2017 to examine these differences by race. The red line and square points represent the average perceptions of blacks while the blue line with triangle points represents the average perceptions of whites. The figure shows roughly parallel lines increasing but with a stable gap over time. This suggests that both whites and blacks have improved perceptions of recent police contact similarly.



**Figure 1.**

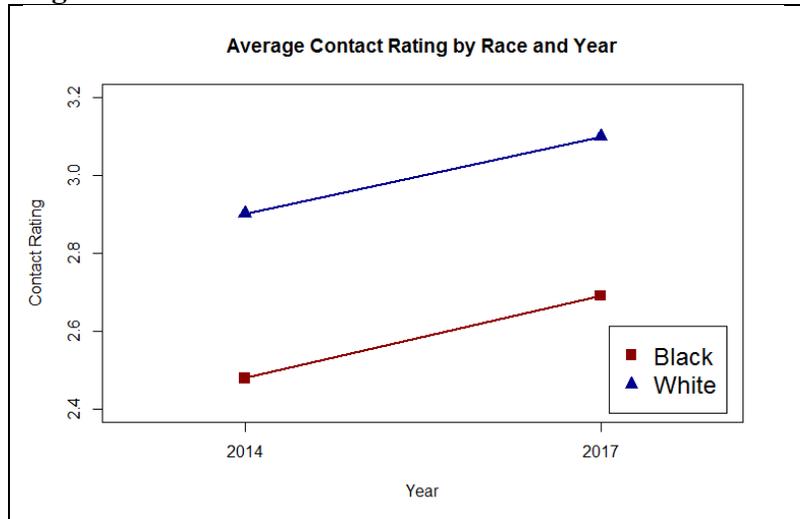


Table 7 presents similar information to Figure 1, but also provides estimates of the difference between the scale score for whites and blacks. These values reinforce the conclusion that the overall gap between whites and blacks regarding perceptions of their most recent contact with the NOPD was stable from 2014 (0.42) to 2017 (0.41).

**Table 7. Average Contact Rating by Race and Year**

	Black Mean	White Mean	Difference
2014 Rating	2.48	2.90	0.42
2017 Rating	2.69	3.10	0.41

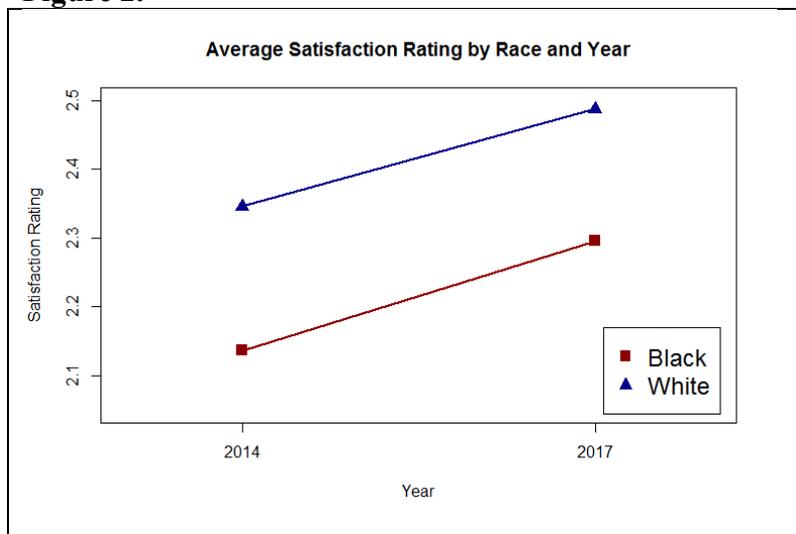
The next set of questions asked individuals for their overall satisfaction with the NOPD (Table 8). As with the items pertaining to recent contact with NOPD, items in this group varied with some items having a stable gap, some having the gap narrow, and some having the gap widen. However, the previous exploratory factor analysis conducted on these items revealed that they did not load on a single factor. As a result, a series of figures and tables are presented below to get a better idea of how racial differences changed from 2014 to 2017.

**Table 8. Differences in satisfaction with the NOPD by race**

	2014 Mean	2017 Mean
Corruption in the New Orleans Police Department is low.	0.02	0.14
There is more police presence in the French Quarter than in other areas of New Orleans.	-0.19	-0.21
I feel the scandals associated with the New Orleans Police Department in the past do not reflect the current practices of the NOPD.	0.08	0.08
I am satisfied with the way NOPD officers do their jobs.	0.38	0.26
When called, NOPD officers respond in a timely manner.	0.34	0.21
Overall, the New Orleans Police Department has little impact on crime.	-0.31	-0.32

*Note:* The wordings for some of these items varied slightly between 2014 and 2017. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2017.

Figure 2 presents average satisfaction rating by race and year – an examination of overall satisfaction with the NOPD. Similar to Figure 1 it shows a stable increase across racial categories. While satisfaction with the NOPD increased from 2014 to 2017, this increase was similar across racial groups. This maintained the gap in perceptions of the police between blacks and whites.

**Figure 2.**

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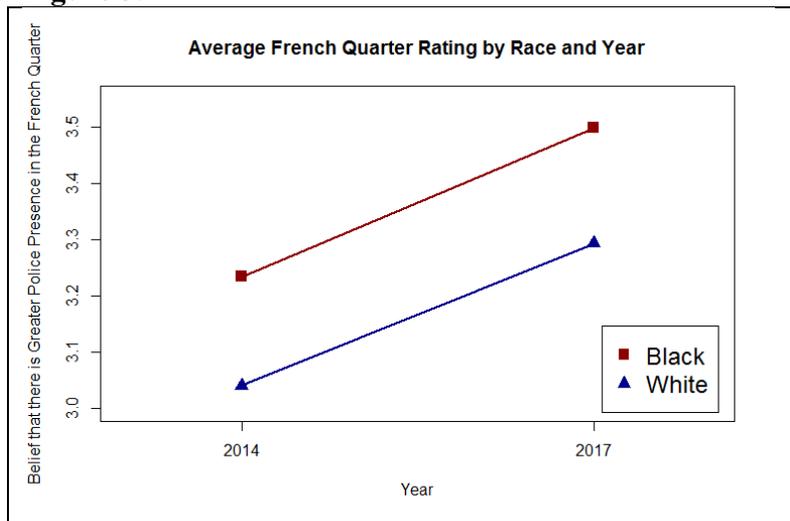
The data in Table 9 further supports this conclusion by presenting the values in the scaled overall satisfaction measure.

**Table 9. Average Satisfaction Rating by Race and Year**

	Black Mean	White Mean	Difference
2014 Rating	2.14	2.35	0.21
2017 Rating	2.30	2.49	0.19

Figure 3 and Table 10 present the average rating for the item regarding greater police presence in the French Quarter. Similar to the previous examinations, the gap between blacks and whites remained stable over time despite an overall increase in individuals' agreement that there was greater police presence in the French Quarter.

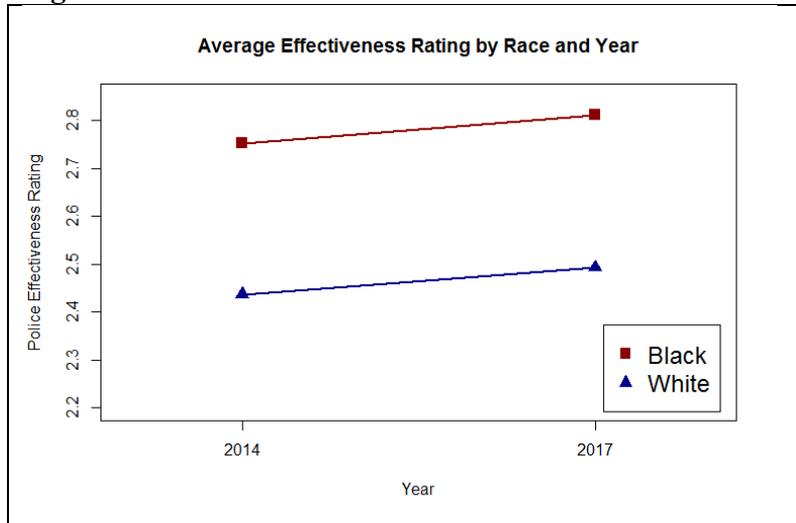
**Figure 3.**



**Table 10. Average French Quarter Rating by Race and Year**

	Black Mean	White Mean	Difference
2014 Rating	3.23	3.04	-0.19
2017 Rating	3.50	3.29	-0.21

Figure 4 and Table 11 present the average ratings for the item regarding the NOPD's impact on crime. As seen in Table 4, citizens' perceptions of the NOPD's ability to impact crime remained relatively stable from 2014 to 2017. These ratings were also stable by race according to Figure 4 and Table 11.

**Figure 4.****Table 11. Average Effectiveness Rating by Race and Year**

	Black Mean	White Mean	Difference
2014 Rating	2.75	2.44	-0.31
2017 Rating	2.81	2.49	-0.32

The next set of questions asked citizens for their perceptions of the NOPD's procedural justice and trustworthiness (Table 12). Most of the items in this category had a smaller difference by race in 2017 than 2014. One notable exception was the item, "Compared to other places, NOPD officers have more integrity," where the difference increased slightly. This question, however, is qualitatively different from other questions because it asks respondents to compare the NOPD to other agencies rather than simply rating the NOPD's integrity.

**Table 12. Differences in trust in the NOPD by race**

	2014 Mean	2017 Mean
Police officers in New Orleans are honest.	0.49	0.31
Compared to other places, NOPD officers have more integrity.	0.06	0.09
Police officers in New Orleans are fair.	0.36	0.27
Police officers in New Orleans are professional.	0.37	0.27
Police officers in New Orleans are not racist or biased against minorities.	0.09	0.02
I expect the New Orleans police officers will treat me fairly.	0.57	0.15
New Orleans police officers treat victims of crime well.	0.25	0.06
I trust the NOPD.	0.51	0.40



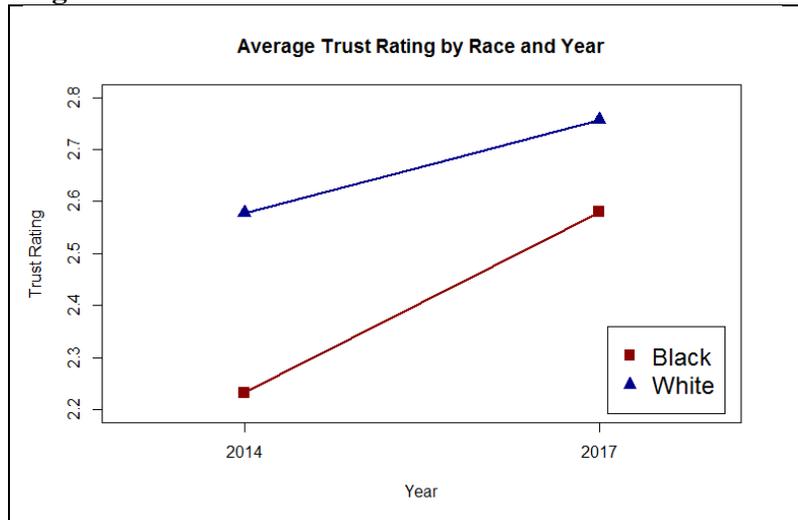
**Table 12. Differences in trust in the NOPD by race**

	2014 Mean	2017 Mean
I respect the NOPD.	0.23	0.18
I have confidence in the New Orleans Police Department.	0.42	0.24

*Note:* The wordings for some of these items varied slightly between 2014 and 2017. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2017.

Figure 5 and Table 13 present the scale score for trust in the NOPD by race and year. Unlike previous examinations, this analysis shows a narrowing of the gap. That is, both whites' and blacks' trust in the NOPD increased from 2014 to 2017, but blacks' had a larger increase creating a smaller difference between whites and blacks in 2017.

**Figure 5.**



**Table 13. Average Trust Rating by Race and Year**

	Black Mean	White Mean	Difference
2014 Rating	2.23	2.58	0.35
2017 Rating	2.58	2.76	0.18

Finally, the last set of questions asked individuals about their willingness to cooperate with the NOPD (Table 14). The gap between blacks and whites decreased for items pertaining to a willingness to report dangerous or suspicious activity and a willingness to call the NOPD if aware of a crime. The gap slightly widened for the item pertaining to helping the NOPD find someone suspected of a crime.



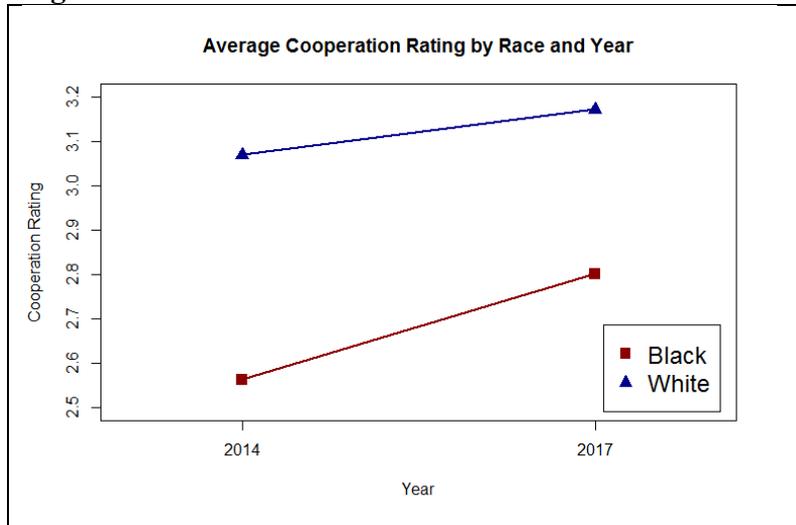
**Table 14. Differences in willingness to cooperate by race**

	2014 Mean	2017 Mean
I would report a dangerous or suspicious activity to the NOPD.	0.49	0.26
I would call the NOPD if I witnessed or became aware of a crime. <sup>1</sup>	0.53	0.32
If asked, I would help the NOPD find someone suspected of committing a crime.	0.48	0.54

*Note:* The wordings for some of these items varied slightly between 2014 and 2017. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2017.  
<sup>1</sup>This item was reverse coded in 2014, but the mean here has been adjusted for comparison with the 2017 item.

Figure 6 and Table 15 further investigate this relationship and come to a similar conclusion as the analysis of trust. Figure 6 shows two lines, which both increase, but a narrowing gap. Table 14 shows a difference decreasing from 0.51 in 2014 to 0.37 in 2017. Thus, citizens’ willingness to cooperate with the NOPD improved from 2014 to 2017 with blacks’ willingness to cooperate increasing at a greater rate than whites. This again suggests that racial tensions with the NOPD are decreasing.

**Figure 6.**



**Table 15. Average Cooperation Rating by Race and Year**

	Black Mean	White Mean	Difference
2014 Rating	2.56	3.07	0.51
2017 Rating	2.80	3.17	0.37

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## 5. Comparison to NOCC Survey

In addition to the Monitoring Team's survey of New Orleans community members, the New Orleans Crime Coalition (NOCC) also conducts a survey of New Orleans community members regarding their interactions with the police. Importantly, the NOCC survey does not include nearly as wide of a variety of questions regarding the NOPD as the Monitoring Team's survey, though it is conducted with more regularity (at first every 6 months, more recently annually). Additionally, the NOCC survey is conducted as a phone interview targeting both cell phones and landlines while the Monitoring Team's survey is conducted in person. This likely leads to a higher response rate for the Monitoring Team's survey, though no data on the response rate for the NOCC survey was found. Finally, the NOCC survey previously omitted any individual who had committed a felony from their survey. This is not recommended for the Monitoring Team, as individuals who have committed crimes are most likely to have contact with the NOPD. Thus, their perceptions of the NOPD are critical to any evaluation of the NOPD. The NOCC since has changed this policy and the most recent version of the NOCC survey included felons in its sample (albeit, only 1% of the respondents indicated they had been convicted of a felony).

To examine the differences between these two surveys a number of items were identified for comparison on two versions of the NOCC survey. The NOCC survey from August of 2016 (the most recent version) was compared to the 2017 Monitoring Team survey and the NOCC survey from February 2015 was identified as being closest in time to the Monitoring Team survey taken in December 2014. To begin the comparisons, the demographics of gender, age, race, and education were examined. Gender, age, and race all had comparable results across the Monitoring Team and NOCC surveys. Education was slightly more problematic, as the Monitoring Team survey had a less highly educated sample. Over 50% of participants in 2014 and 2017 had a high school diploma or less. In the most recent NOCC survey this percentage was 31%, and in the February 2015 version this percentage was 33%. It is difficult to determine which of these is more accurate as the U.S. Census Bureau only provides information on education for individuals over 25, whereas the NOCC and Monitoring Team surveys target individuals 18 and over.

A small number of substantive items were also identified for comparison. The NOCC survey asked a question regarding satisfaction with the New Orleans Police Department, which was compared to the Monitoring Team item, "I am satisfied with the way NOPD officers do their jobs." The NOCC also asked if the NOPD police culture had improved over the past few years, which can be compared to the 2017 Monitoring Team item, "In the past two years, the NOPD has become a better police department." The NOCC asked if individuals were satisfied with the NOPD's honesty and integrity, which can be compared to the Monitoring Team item, "Police officers in New Orleans are honest."<sup>41</sup> Finally, the NOCC asked individuals if they were satisfied with the NOPD's response times which can be compared to the Monitoring Team item,

<sup>41</sup> The integrity question was not utilized because the Monitoring Team version compares the NOPD to other agencies, while the NOCC item and the Monitoring Team honesty item just ask for perceptions of the NOPD.

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“When called, NOPD officers respond in a timely manner.” These are imperfect comparisons but represent the best comparisons that can be made.

Regarding overall satisfaction, both the NOCC and the Monitoring Team surveys showed increases in citizen satisfaction from the 2014/2015 versions to the 2016/2017 versions. However, the Monitoring Team respondents were much less satisfied with the NOPD. For example, in comparing the most recent versions of the surveys, the NOCC found 64% of respondents were somewhat or very satisfied with the NOPD. The Monitoring Team survey found 51% of respondents agreed or strongly agreed that they were satisfied with the way NOPD officers do their job.<sup>42</sup> 69% of respondents to the NOCC survey in 2016 indicated they believed the NOPD’s police subculture had somewhat/much improved over the past few years. This compares to the 59% of respondents to the Monitoring Team survey in 2017 who believed the NOPD had become a better police department.

In examining the honesty of NOPD officers, 68% of NOCC respondents in 2016 indicated they were very/somewhat satisfied with the honesty and integrity of New Orleans Police officers, while 58% of Monitoring Team respondents in 2017 indicated they agreed/strongly agreed that police officers in New Orleans are honest. Both surveys showed sizeable increases in perceptions of honesty from 2014/2015 to 2016/2017. Finally, 47% of NOCC respondents in 2016 were somewhat/very satisfied with police response times in New Orleans. Only 31% of Monitoring Team respondents in 2017 agreed/strongly agreed that NOPD officers respond in a timely manner. In both the NOCC surveys and the Monitoring Team surveys these ratings of timeliness in NOPD responses remained stable over time.

In conclusion, both the NOCC surveys and the Monitoring Team surveys show similar trends in citizen perceptions of the NOPD. However, the Monitoring Team surveys appear to show consistently lower perceptions of the NOPD. The source of this difference is difficult to determine. It could be differences in methodology (phone vs. in-person interviews) that affect response rate or the education level of the sample which provided evidence that the Monitoring Team survey reaches a less educated group of respondents. Still, there are a number of lessons to take away from an examination of these two surveys. First, the NOCC should continue to attempt to target individuals who have had contact with the NOPD – including felons. Second, the NOCC does a much better job of obtaining data on the location of their respondents. The NOCC collects the police district the respondent resides in as part of its survey. For the Monitoring Team, these data have to be calculated using the neighborhood data that was collected in 2017 (only) or the zip code (2014). This creates a very imperfect measure of how different police districts are doing with community relations. Finally, the Monitoring Team collects much more detailed information through a variety of items. Though time-consuming and

<sup>42</sup> Differences in methodology make these comparisons difficult as the response categories are qualitatively different, but comparisons are still made here because the Monitoring Team consistently has lower ratings than the NOCC survey. Additionally, the use of telephones may alter the sample of respondents and/or responses. Thus, these comparisons are likely an underestimate of the difference in perceptions between these two surveys.

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expensive, collecting data on multiple items that deal with trustworthiness, willingness to cooperate, satisfaction with the police, immigration policies, and other areas provide a more consistent and comprehensive measure of a concept. The NOCC's methodology – which likely takes less time and is less expensive – only includes a single measure for most concepts, making the measure less reliable.

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## IX. CONCLUSION

In conclusion, the survey of NOPD officers suggests *continued progress* by the NOPD, while offering additional guidance for ongoing improvements. In general, NOPD officers reported *positive attitudes* about the work environment, quality of community relations, and recent improvements made by NOPD. A common reason provided for joining NOPD included a desire to help the community become a safer place and to help people. A majority of officers reported a potential lack of understanding from the community about the problems NOPD officers face and unfairness perceived in the conduct of internal Public Integrity Bureau (PIB) investigations. Officers believe their supervisors are good leaders, are taking the Department in the right direction, and treat fellow officers fairly regardless of race, ethnicity, gender, or sexual orientation.

In general, detainees' negative ratings on items, such as trustworthiness and confidence in the NOPD, were consistent even when using different framings. On the whole, detainees reported negative ratings of the NOPD, though their responses show slight improvement from prior years. Additionally, on average, detainees did not believe the NOPD treated the black or Latino community fairly, and a majority believed NOPD officers engage in racial profiling. The findings from the survey of detainees provide insights into changes in perception over time as stated by a community member who came into contact with an NOPD officer during his or her arrest.

Among respondents to the Community Survey, overall perceptions of procedural justice and fairness were *somewhat positive*. For example, *a majority of respondents felt New Orleans police officers were honest, fair, professional, and followed NOPD procedures*. A majority of respondents indicated they were confident in the NOPD. In addition, a majority of respondents felt that the NOPD tried to be fair when policing the community. In assessing overall satisfaction with the department, slightly more respondents disagreed that, "Corruption in the New Orleans police department is low;" most respondents did not agree that the NOPD responds in a timely manner; and a majority of respondents agreed that the NOPD has little impact on crime. In contrast, there was a neutral average response regarding satisfaction with the way NOPD officers do their jobs and a belief that past scandals are not representative of current practices.

The survey of the local New Orleans community is biennial, intended to track progress over time. *Compared to the baseline survey conducted in 2014, respondents had better perceptions of their most recent contact with the NOPD, were more satisfied with the department, had higher ratings of trust and reported being more willing to cooperate with NOPD*. Residents with recent contact with the NOPD generally reported the NOPD officer was trustworthy, followed NOPD procedures, treated the individual with dignity and respect, and was polite. Additionally, a large majority of citizens were satisfied with how the NOPD officer behaved during the interaction. Findings also suggest, however, that while some individuals recently stopped or questioned had neutral perceptions of the NOPD, others reported being dissatisfied with their treatment by the NOPD.

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Responses may indicate an ongoing strained relationship between the NOPD and the black community: A majority of respondents felt that the NOPD engaged in racial profiling, felt the black community expects to be harassed by the NOPD, and that the black community did not see the NOPD as credible. With respect to the Latino community, the average response to the item, “Members of the New Orleans Latino community don’t report crimes to NOPD due to fear of deportation,” fell in the agree category. The average ratings for items asking about the LGBT community’s confidence in the NOPD and the treatment of homeless individuals were neutral. Broadly, respondents felt that body worn cameras reduced the likelihood of improper use of force against minorities.

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**X. APPENDIXES**

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### A. Appendix A: Police Officer Survey Distribution

District/Platoon	Date	Surveys Administered
1A	11/21	9
1B	11/16	7
1C	11/25	6
2A	11/22	3
2B	11/21	6
2C	11/16	7
3A	11/22	5
3B	11/21	7
3C	11/17	8
4A	11/23	12
4B	11/23	0
4C	11/18	8
5A	11/22	4
5B	11/17	9
5C	11/21	9
6A	11/17	15
6B	11/16	9
6C	11/20	8
7A	11/21	10
7B	11/16	9
7C	11/22	6
8A	11/18	6
8B	11/22	0
8C	11/22	11
8DAYBEATS <sup>43</sup>	11/18	12
FOB Staff	11/16	9
ISB Morning		12
Sex Crimes	11/17	6
Academy		12
PIB	11/16	16
Supt	11/16	4
Recruitment	11/21	9
Compliance	11/21	5
PIB	11/22	13
Academy(etc.)	12/12-20	51
<b>TOTAL</b>		<b>281</b>

<sup>43</sup> “8DAYBEATS” is a unit that goes out in the 8th district during the day in a certain area. “ISB Morning” denotes investigations and support bureau detectives available during a morning shift.

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## B. Appendix B: Police Officer Survey Comparison Data

Table D-1. 2014 Distribution of Responses for Section 1: "Police Work and Your Working Environment"

Response categories:	Strongly disagree (1)	Disagree (2)	Agree (3)	Strongly Agree (4)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
<i>Survey questions (Mean in parentheses):</i>				
1. Generally, civilians in my district treat me with respect. ( <i>M</i> = 2.75)	33 (7.3)	89 (19.8)	260 (57.9)	46 (10.2)
2. Generally, in my District, my fellow officers treat me with respect. ( <i>M</i> = 3.36)	6 (1.3)	13 (2.9)	231 (51.4)	179 (39.9)
3. Generally, in my District, my supervisors treat me with respect. ( <i>M</i> = 3.24)	14 (3.1)	34 (7.6)	215 (47.9)	164 (36.5)
4. My district/division provides a quality work environment. ( <i>M</i> = 2.50)	63 (14.0)	134 (29.8)	194 (43.2)	43 (9.6)
5. I receive training from the Police Department that helps me do my job effectively. ( <i>M</i> = 2.49)	52 (11.6)	148 (33.0)	205 (45.7)	31 (6.9)
6. I receive quality equipment from the Police Department that helps me do my job effectively. ( <i>M</i> = 1.87)	162 (36.1)	178 (39.6)	86 (19.2)	9 (2.0)
	Very bad (1)	Somewhat bad (2)	Somewhat good (3)	Very good (4)
8. Overall, how would you rate the relationships among the racial and ethnic groups in NOPD? ( <i>M</i> = 2.86)	31 (6.9)	82 (18.3)	242 (53.9)	78 (17.4)

*Note:* Entries are the frequency for each response category (*N*) and the percentage of respondents who fell into the category in parentheses (%). Percentages do not sum to 100% because of missing values (i.e., nonresponse). The mean (i.e., average) score is reported in parentheses next to each question (*M*). Survey question #7 is not included in this table because it featured different response categories.

**Table D-2. 2016 Responses to Section I: “Your Working Environment”**

	Strongly Disagree	Disagree	Agree	Strongly Agree
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
7. Civilians in my district treat me with respect. ( <i>M</i> =3.05)	13 (4.6)	29 (10.3)	147 (52.3)	69 (24.6)
8. In my district, my fellow officers treat me with respect. ( <i>M</i> =3.45)	3 (1.1)	9 (3.2)	121 (43.1)	134 (47.7)
9. In my district, my supervisors treat me with respect. ( <i>M</i> =3.43)	6 (2.1)	12 (4.3)	113 (40.2)	140 (49.8)
10. My district/division provides a quality work environment. ( <i>M</i> =3.08)	9 (3.2)	49 (17.4)	122 (43.4)	88 (31.3)
11. I receive training from NOPD that helps me do my job effectively. ( <i>M</i> =3.03)	8 (2.9)	46 (16.4)	146 (52.0)	71 (25.3)
12. I receive equipment from NOPD that helps me do my job effectively. ( <i>M</i> =2.46)	42 (15.0)	95 (33.8)	100 (35.6)	34 (12.1)
	Very Bad	Bad	Good	Very Good
8. Overall, within the NOPD, how would you describe the quality of relationships among differing racial and ethnic groups? ( <i>M</i> =3.13)	4 (1.4)	26 (9.3)	167 (59.4)	69 (24.6)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

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Table D-3. 2014 Distribution of Responses for Section 2: “Managers and Supervisors”

Response categories:	Strongly disagree (1)	Disagree (2)	Agree (3)	Strongly Agree (4)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
<i>Survey questions (Mean in parentheses):</i>				
9. Most officers treat other officers the same regardless of gender. ( <i>M</i> = 2.79)	25 (5.6)	103 (22.9)	244 (54.3)	63 (14.0)
10. Most superiors treat officers the same regardless of gender. ( <i>M</i> = 2.62)	42 (9.4)	134 (29.8)	203 (45.2)	54 (12.0)
11. Most officers treat other officers the same regardless of their race/ethnicity. ( <i>M</i> = 2.79)	24 (5.3)	98 (21.8)	258 (57.5)	56 (12.5)
12. Most superiors treat officers the same regardless of their race/ethnicity. ( <i>M</i> = 2.68)	37 (8.2)	125 (27.8)	211 (47.0)	61 (13.6)
13. Most officers treat other officers the same regardless of their sexual orientation. ( <i>M</i> = 2.87)	21 (4.7)	81 (18.0)	266 (59.2)	67 (14.9)
14. Most superiors treat officers the same regardless of their sexual orientation. ( <i>M</i> = 2.85)	22 (4.9)	90 (20.0)	253 (56.3)	68 (15.1)
15. My immediate supervisor gives me regular feedback on the quality of my work. ( <i>M</i> = 2.97)	33 (7.3)	69 (15.4)	210 (46.8)	121 (26.9)
16. I consistently work with the same supervisor. ( <i>M</i> = 3.24)	11 (2.4)	44 (9.8)	206 (45.9)	172 (38.3)
17. My district/division commander is open to new ideas and ways of working. ( <i>M</i> = 2.87)	44 (9.8)	64 (14.3)	207 (46.1)	99 (22.0)
18. My district/division commander has improved relations with the community in which I work. ( <i>M</i> = 2.91)	25 (5.6)	61 (13.6)	223 (49.7)	75 (16.7)
19. My district/division commander is a good leader. ( <i>M</i> = 3.04)	33 (7.3)	43 (9.6)	211 (47.0)	124 (27.6)
20. The current Superintendent of Police is leading us in the right direction. ( <i>M</i> = 1.73)	225 (50.1)	110 (24.5)	61 (13.6)	25 (5.6)

*Note:* Entries are the frequency for each response category (*N*) and the percentage of respondents who fell into the category in parentheses (%). Percentages do not sum to 100% because of missing values (i.e., nonresponse). The mean (i.e., average) score is reported in parentheses next to each question (*M*).

**Table D-4. 2016 Responses to Section II: Managers and Supervisors**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
21. Officers in my district treat other officers of differing genders the same. ( <i>M</i> =3.24)	4 (1.4)	26 (9.3)	134 (47.7)	95 (33.8)
22. Supervisors in my district treat officers of differing genders the same. ( <i>M</i> =3.20)	4 (1.4)	31 (11.0)	132 (47.0)	91 (32.4)
23. Within NOPD officers treat other officers of differing race/ethnicity the same. ( <i>M</i> =3.10)	7 (2.5)	41 (14.6)	131 (46.6)	81 (28.8)
24. Within NOPD supervisors treat officers of differing race/ethnicity the same. ( <i>M</i> =3.17)	6 (2.1)	29 (10.3)	138 (49.1)	85 (30.3)
25. Officers in my district treat officers of differing sexual orientations the same. ( <i>M</i> =3.22)	6 (2.1)	21 (7.5)	143 (50.9)	90 (32.0)
26. Supervisors in my district treat officers of differing sexual orientation the same. ( <i>M</i> =3.24)	9 (3.2)	17 (6.1)	138 (49.1)	97 (34.5)
27. My immediate supervisor gives me regular feedback on the quality of my work. ( <i>M</i> =3.30)	7 (2.5)	23 (8.2)	125 (44.5)	118 (42.0)
28. I consistently work with the same supervisor. ( <i>M</i> =3.25)	6 (2.1)	28 (10.0)	130 (46.3)	109 (38.8)
29. My district/division commander is open to new ideas and ways of thinking. ( <i>M</i> =3.12)	13 (4.6)	33 (11.7)	123 (43.8)	91 (32.4)
30. My district/division commander is trying to improve NOPD relations with the community. ( <i>M</i> =3.33)	10 (3.6)	14 (5.0)	115 (40.9)	121 (43.1)
31. My district/division commander is I good leader. ( <i>M</i> =3.32)	11 (3.9)	21 (7.5)	100 (35.6)	124 (44.1)
32. The current Superintendent of Police is leading us in the right direction. ( <i>M</i> =3.22)	10 (3.6)	25 (8.9)	120 (42.7)	102 (36.3)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.



Table D-5. 2014 Distribution of Responses for Section 3: “Personnel and Management Systems”

Response categories:	Strongly disagree (1)	Disagree (2)	Agree (3)	Strongly Agree (4)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
<i>Survey questions (Mean in parentheses):</i>				
22. The performance evaluation system is fair. ( <i>M</i> = 2.25)	95 (21.2)	141 (31.4)	175 (39.0)	14 (3.1)
23. The investigation of civilian complaints is fair. ( <i>M</i> = 1.85)	183 (40.8)	146 (32.5)	77 (17.1)	20 (4.5)
24. The investigations now conducted by NOPD’s Public Integrity Bureau (PIB) are fair. ( <i>M</i> = 1.86)	170 (37.9)	154 (34.3)	84 (18.7)	13 (2.9)
25. The way my Commander administers discipline is fair. ( <i>M</i> = 2.88)	29 (6.5)	58 (12.9)	250 (55.7)	66 (14.7)
26. I understand clearly what type of behavior will result in discipline. ( <i>M</i> = 3.06)	30 (6.7)	63 (14.0)	188 (41.9)	147 (32.7)
27. I am afraid I will be punished for making an honest mistake. ( <i>M</i> = 3.20)	24 (5.3)	69 (15.4)	134 (29.8)	204 (45.4)
28. Most civilian complaints against officers are frivolous. ( <i>M</i> = 3.12)	11 (2.4)	65 (14.5)	207 (46.1)	139 (31.0)
29. My career has been negatively affected by civilian complaints. ( <i>M</i> = 2.19)	104 (23.2)	192 (42.8)	75 (16.7)	55 (12.2)
30. The complaint system makes the Department more accountable to the public. ( <i>M</i> = 2.41)	72 (16.0)	144 (32.1)	165 (36.7)	40 (8.9)

*Note:* Entries are the frequency for each response category (*N*) and the percentage of respondents who fell into the category in parentheses (%). Percentages do not sum to 100% because of missing values (i.e., nonresponse). The mean (i.e., average) score is reported in parentheses next to each question (*M*).

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**Table D-6. 2016 Responses to Section III: Personnel and Management Systems**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
22. The performance evaluation system is fair. ( <i>M</i> =2.71)	18 (6.4)	60 (21.4)	148 (52.7)	24 (8.5)
23. The investigation of civilian complaints is fair. ( <i>M</i> =2.13)	83 (29.5)	80 (28.5)	77 (27.4)	20 (7.1)
24. The investigations that are conducted by NOPD's Public Integrity Bureau (PIB) are fair. ( <i>M</i> =2.31)	64 (22.8)	79 (28.1)	85 (30.3)	29 (10.3)
25. If disciplined, my commander would discipline me in a way that is fair. ( <i>M</i> =3.15)	11 (3.9)	17 (6.1)	150 (53.4)	76 (27.1)
26. As an officer, I understand what types of behavior will result in disciplinary action. ( <i>M</i> =3.32)	4 (1.4)	17 (6.1)	136 (48.4)	110 (39.2)
27. I am afraid I will be punished for making an honest mistake. ( <i>M</i> =3.18)	12 (4.3)	44 (15.7)	99 (35.2)	116 (41.3)
28. Most civilian complaints against officers are frivolous. ( <i>M</i> =3.17)	5 (1.8)	49 (17.4)	104 (37.0)	104 (37.0)
29. My career has been affected negatively by civilian complaints. ( <i>M</i> =2.18)	62 (22.1)	119 (42.4)	52 (18.5)	29 (10.3)
30. The civilian complaint system makes the NOPD more accountable to the public. ( <i>M</i> =2.47)	38 (13.5)	87 (31.0)	107 (38.1)	26 (9.3)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

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Table D-7. 2014 Distribution of Responses for Section 4: “Community Policing and Police/Community Relations”

Response categories:	Strongly disagree (1)	Disagree (2)	Agree (3)	Strongly Agree (4)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
<i>Survey questions (Mean in parentheses):</i>				
33. Officers in my district are respected by residents in the community. ( <i>M</i> = 2.61)	31 (6.9)	114 (25.4)	243 (54.1)	17 (3.8)
35. The manner in which I interact with civilians influences the way the community perceives NOPD. ( <i>M</i> = 3.38)	5 (1.1)	32 (7.1)	180 (40.1)	200 (44.5)
36. Law enforcement strategies in my district negatively affect community relations. ( <i>M</i> = 2.22)	40 (8.9)	242 (53.9)	86 (19.2)	19 (4.2)
39. Youth programs improve relations between the NOPD and the community where I work. ( <i>M</i> = 2.61)	48 (10.7)	109 (24.3)	171 (38.1)	56 (12.5)
40. Youth programs help reduce crime. ( <i>M</i> = 2.82)	41 (9.1)	89 (19.8)	188 (41.9)	81 (18.0)
47. NOPD today brings offenders to justice while respecting their rights and complying with the law. ( <i>M</i> = 3.07)	14 (3.1)	43 (9.6)	250 (55.7)	99 (22.0)
51. Residents in the community I work in trust the NOPD. ( <i>M</i> = 2.45)	43 (9.6)	148 (33.0)	186 (41.4)	16 (3.6)
52. If I lived in my district I would be satisfied with the police services. ( <i>M</i> = 2.17)	104 (23.2)	139 (31.0)	131 (29.2)	21 (4.7)

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Table D-7. 2014 Distribution of Responses for Section 4: “Community Policing and Police/Community Relations”

	Almost never (1)	Only some of time (2)	Most of the time (3)	Always (4)
43. The officers in my district/division treat all individuals (regardless of racial, ethnic, gender, sexual, or other affiliation) equally. ( $M = 3.12$ )	14 (3.1)	66 (14.7)	187 (41.6)	142 (31.6)
	Poor (1)	Fair (2)	Good (3)	Excellent (4)
41. Overall, the services of the police in New Orleans are ( $M = 2.20$ )	103 (22.9)	153 (34.1)	142 (31.6)	22 (4.9)
	Very badly (1)	Somewhat badly (2)	Somewhat well (3)	Very well (4)
48. Overall, how would you say that racial and ethnic groups in New Orleans are getting along with one other these days? ( $M = 2.67$ )	38 (8.5)	88 (19.6)	255 (56.8)	25 (5.6)

*Note:* Questions are not in the same order as the survey to allow for groupings of response categories. Entries are the frequency for each response category ( $N$ ) and the percentage of respondents who fell into the category in parentheses (%). Percentages do not sum to 100% because of missing values (i.e., nonresponse). The mean (i.e., average) score is reported in parentheses next to each question ( $M$ ).

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**Table D-8. 2016 Responses to Section IV: Community Policing and Police/Community Relations**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
31. Community residents respect police officers in my district. ( <i>M</i> =2.87)	14 (5.0)	41 (14.6)	152 (54.1)	38 (13.5)
33. My interactions with civilians influence the way the community perceives NOPD. ( <i>M</i> =3.34)	2 (0.7)	16 (5.7)	127 (45.2)	104 (37.0)
34. Law enforcement strategies in my district positively impact relations with the community. ( <i>M</i> =3.13)	4 (1.4)	30 (10.7)	136 (48.4)	69 (24.6)
35. Youth programs improve relations between the NOPD and the community where I work. ( <i>M</i> =3.06)	11 (3.9)	36 (12.8)	108 (38.4)	72 (25.6)
36. Youth programs help reduce crime. ( <i>M</i> =3.06)	12 (4.3)	37 (13.2)	114 (40.6)	75 (26.7)
42. NOPD brings offenders to justice while respecting their rights and complying with the law. ( <i>M</i> =3.29)	1 (0.4)	11 (3.9)	162 (57.7)	89 (31.7)
45. Residents in my district trust the NOPD. ( <i>M</i> =2.80)	8 (2.9)	52 (18.5)	163 (58.0)	20 (7.1)
46. If I lived in my district I would be satisfied with the police services that are provided there. ( <i>M</i> =2.70)	25 (8.9)	53 (18.9)	133 (47.3)	30 (10.7)
	Very Bad	Bad	Good	Very Good
37. Overall, the NOPD provides services that are: ( <i>M</i> =3.11)	3 (1.1)	17 (6.1)	189 (67.3)	53 (18.9)
43. Overall, within the New Orleans community, how would you describe the quality of relationships among differing racial and ethnic groups? ( <i>M</i> =2.95)	5 (1.8)	37 (13.2)	183 (65.1)	35 (12.5)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

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Table D-9. 2014 Distribution of Responses for Section 5: “Expectations about the Police Role”

Response categories:	Not Important At All (1)	Not Important (2)	Not So Important (3)	Important (4)	Very Important (5)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
<i>Survey questions (Mean in parentheses):</i>					
53. Testifying in court. ( <i>M</i> = 4.61)	3 (0.7)	3 (0.7)	10 (2.2)	117 (26.1)	274 (61.0)
54. Handling drunk driving offenders. ( <i>M</i> = 4.45)	3 (0.7)	4 (0.9)	26 (5.8)	163 (36.3)	235 (52.3)
55. Obtaining statements from witnesses. ( <i>M</i> = 4.67)	1 (0.2)	0	7 (1.6)	123 (27.4)	299 (66.6)
56. Making arrests. ( <i>M</i> = 4.10)	6 (1.3)	7 (1.6)	74 (16.5)	194 (43.2)	147 (32.7)
57. Dealing with domestic disputes. ( <i>M</i> = 4.29)	3 (0.7)	5 (1.1)	46 (10.2)	187 (41.6)	187 (41.6)
58. Working with community to make neighborhoods safer. ( <i>M</i> = 4.57)	1 (0.2)	1 (0.2)	14 (3.1)	151 (33.6)	261 (58.1)
59. Responding to calls for service. ( <i>M</i> = 4.57)	3 (0.7)	2 (0.4)	10 (2.2)	145 (32.3)	268 (59.7)
60. Talking to civilians to help identify problems. ( <i>M</i> = 4.50)	0	3 (0.7)	20 (4.5)	166 (37.0)	240 (53.5)
61. Dealing with street crime. ( <i>M</i> = 4.64)	0	0	8 (1.8)	136 (30.3)	284 (63.3)
62. Completing criminal offense reports. ( <i>M</i> = 4.47)	0	3 (0.7)	23 (5.1)	172 (38.3)	232 (51.7)
63. Conducting foot patrol. ( <i>M</i> = 3.55)	18 (4.0)	38 (8.5)	140 (31.2)	152 (33.9)	79 (17.6)
64. Providing crime prevention education to the public. ( <i>M</i> = 4.18)	3 (0.7)	11 (2.4)	51 (11.4)	202 (45.0)	161 (35.9)
65. Working with juveniles. ( <i>M</i> = 4.24)	5 (1.1)	6 (1.3)	54 (12.0)	181 (40.3)	182 (40.5)
66. Conducting drug raids. ( <i>M</i> = 4.16)	5 (1.1)	9 (2.0)	56 (12.5)	197 (43.9)	159 (35.4)
67. Maintaining crowd control. ( <i>M</i> = 4.27)	3 (0.7)	5 (1.1)	45 (10.0)	199 (44.3)	178 (39.6)
68. Stopping and searching suspects. ( <i>M</i> = 3.99)	7 (1.6)	11 (2.4)	76 (16.9)	215 (47.9)	115 (25.6)
69. The legality/constitutionality of stops and searches. ( <i>M</i> = 4.61)	1 (0.2)	3 (0.7)	14 (3.1)	127 (28.3)	281 (62.6)
70. Patrolling the streets. ( <i>M</i> = 4.57)	2 (0.4)	2 (0.4)	10 (2.2)	148 (33.0)	265 (59.0)
71. General patrol duties. ( <i>M</i> = 4.47)	3 (0.7)	2 (0.4)	14 (3.1)	181 (40.3)	227 (50.6)
72. General traffic duties. ( <i>M</i> = 3.92)	4 (0.9)	12 (2.7)	81 (18.0)	247 (55.0)	82 (18.3)
73. Controlling traffic. ( <i>M</i> = 3.85)	5 (1.1)	15 (3.3)	96 (21.4)	231 (51.4)	78 (17.4)
74. Issuing traffic tickets. ( <i>M</i> = 3.48)	11 (2.4)	32 (7.1)	172 (38.3)	160 (35.6)	49 (10.9)

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Table D-9. 2014 Distribution of Responses for Section 5: “Expectations about the Police Role”

Response categories:	Not Important At All (1)	Not Important (2)	Not So Important (3)	Important (4)	Very Important (5)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
75. Handling neighborhood disputes. ( <i>M</i> = 4.16)	4 (0.9)	5 (1.1)	40 (8.9)	247 (55.0)	128 (28.5)
76. Controlling the crowds at public events. ( <i>M</i> = 4.36)	6 (1.3)	7 (1.6)	30 (6.7)	167 (37.2)	217 (48.3)
77. Dealing with noisy parties. ( <i>M</i> = 3.34)	17 (3.8)	34 (7.6)	194 (43.2)	143 (31.8)	35 (7.8)

*Note:* Entries are the frequency for each response category (*N*) and the percentage of respondents who fell into the category in parentheses (%). Percentages do not sum to 100% because of missing values (i.e., nonresponse). The mean (i.e., average) score is reported in parentheses next to each question (*M*).

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**Table D-10. 2016 Responses to Section V: Expectations about the Police Role**

<i>How important is each activity to you?</i>	Not Important <i>N (%)</i>	Not So Important <i>N (%)</i>	Important <i>N (%)</i>	Very Important <i>N (%)</i>
47. Testifying in court ( <i>M</i> =3.61)	1 (0.4)	19 (6.8)	66 (23.5)	185 (65.8)
48. Handling drunk driving offenders ( <i>M</i> =3.49)	2 (0.7)	19 (6.8)	94 (33.5)	155 (55.2)
49. Obtaining statements from witnesses ( <i>M</i> =3.65)	0 (0.0)	5 (1.8)	86 (30.6)	180 (64.1)
50. Making arrests ( <i>M</i> =3.28)	2 (0.7)	40 (14.2)	109 (38.8)	119 (42.4)
51. Dealing with domestic disputes ( <i>M</i> =3.37)	3 (1.1)	30 (10.7)	98 (34.9)	135 (48.0)
52. Working with the community to make neighborhoods safer ( <i>M</i> =3.69)	1 (0.4)	8 (2.9)	64 (22.8)	199 (70.8)
53. Responding to calls for service ( <i>M</i> =3.62)	1 (0.4)	3 (1.1)	93 (33.1)	173 (61.6)
54. Talking to civilians to help identify problems ( <i>M</i> =3.59)	1 (0.4)	9 (3.2)	90 (32.0)	170 (60.5)
55. Dealing with street crime ( <i>M</i> =3.62)	2 (0.7)	9 (3.2)	80 (28.5)	180 (64.1)
56. Completing criminal offense reports ( <i>M</i> =3.62)	1 (0.4)	3 (1.1)	93 (33.1)	170 (60.5)
57. Conducting foot patrol ( <i>M</i> =2.82)	20 (7.1)	75 (26.7)	102 (36.3)	67 (23.8)
58. Providing crime prevention education to the public ( <i>M</i> =3.34)	4 (1.4)	26 (9.3)	112 (39.9)	125 (44.5)
59. Working with juveniles ( <i>M</i> =3.33)	4 (1.4)	33 (11.7)	101 (35.9)	129 (45.9)
60. Conducting drug raids ( <i>M</i> =3.07)	6 (2.1)	57 (20.3)	115 (40.9)	89 (31.7)
61. Maintaining crowd control ( <i>M</i> =3.32)	7 (2.5)	22 (7.8)	118 (42.0)	121 (43.1)
62. Stopping and searching suspects ( <i>M</i> =3.12)	6 (2.1)	41 (14.6)	134 (47.7)	84 (29.9)
63. The legality/constitutionality of stops and searches ( <i>M</i> =3.65)	1 (0.4)	6 (2.1)	78 (27.8)	183 (65.1)
64. Patrolling the streets ( <i>M</i> =3.64)	1 (0.4)	2 (0.7)	91 (32.4)	175 (62.3)
65. General patrol duties ( <i>M</i> =3.60)	1 (0.4)	2 (0.7)	100 (35.6)	165 (58.7)
66. General traffic duties ( <i>M</i> =3.32)	3 (1.1)	25 (8.9)	122 (43.4)	118 (42.0)
67. Controlling traffic ( <i>M</i> =3.15)	4 (1.4)	49 (17.4)	117 (41.6)	96 (34.2)

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**Table D-10. 2016 Responses to Section V: Expectations about the Police Role**

<i>How important is each activity to you?</i>	Not Important <i>N (%)</i>	Not So Important <i>N (%)</i>	Important <i>N (%)</i>	Very Important <i>N (%)</i>
68. Issuing traffic tickets ( <i>M=2.79</i> )	10 (3.6)	93 (33.1)	104 (37.0)	57 (20.3)
69. Handling neighborhood disputes ( <i>M=3.27</i> )	3 (1.1)	28 (10.0)	128 (45.6)	104 (37.0)
70. Controlling crowds at public events ( <i>M=3.46</i> )	4 (1.4)	17 (6.1)	95 (33.8)	147 (52.3)
71. Dealing with noisy parties ( <i>M=2.44</i> )	21 (7.5)	138 (49.1)	75 (26.7)	32 (11.4)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

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**Table D-11. 2014 Distribution of Responses for Section 6: “General Questions about the Public and the Department”**

Response categories:	Strongly disagree (1)	Disagree (2)	Not Sure (3)	Agree (4)	Strongly Agree (5)
	<i>N (%)</i>	<i>N (%)</i>	<i>N (%)</i>	<i>N (%)</i>	<i>N (%)</i>
<i>Survey questions (Mean in parentheses):</i>					
78. Many people in society will harm you if you give them the opportunity. ( <i>M</i> = 3.22)	16 (3.6)	130 (29.0)	87 (19.4)	136 (30.3)	61 (13.6)
79. Most people are honest. ( <i>M</i> = 3.18)	19 (4.2)	102 (22.7)	110 (24.5)	183 (40.8)	18 (4.0)
80. In an emergency, most community members would come to the aid of a police officer who needs assistance. ( <i>M</i> = 3.11)	36 (8.0)	76 (16.9)	147 (32.7)	154 (34.3)	21 (4.7)
81. In general, you should be suspicious of people. ( <i>M</i> = 3.19)	7 (1.6)	139 (31.0)	78 (17.4)	176 (39.2)	29 (6.5)
82. The community shows a lot of respect for the police. ( <i>M</i> = 2.68)	66 (14.7)	143 (31.8)	94 (20.9)	123 (27.4)	7 (1.6)
83. Residents do not understand the problems that we face as police officers. ( <i>M</i> = 4.36)	7 (1.6)	14 (3.1)	23 (5.1)	161 (35.9)	229 (51.0)
84. Many residents try to make us look bad. ( <i>M</i> = 3.45)	8 (1.8)	96 (21.4)	94 (20.9)	161 (35.9)	72 (16.0)
85. Most civilians have confidence in the police. ( <i>M</i> = 3.06)	24 (5.3)	106 (23.6)	134 (29.8)	152 (33.9)	15 (3.3)
86. I get tired of listening to civilians complain about everything. ( <i>M</i> = 2.66)	36 (8.0)	215 (47.9)	59 (13.1)	93 (20.7)	24 (5.3)
87. The community doesn't appreciate what we at NOPD do for them. ( <i>M</i> = 3.48)	14 (3.1)	100 (22.3)	78 (17.4)	143 (31.8)	97 (21.6)
88. Police officers could do a better job if upper management did not interfere so much. ( <i>M</i> = 3.70)	10 (2.2)	81 (18.0)	66 (14.7)	143 (31.8)	128 (28.5)
89. Rarely do officers get rewarded for doing a good job. ( <i>M</i> = 4.25)	7 (1.6)	30 (6.7)	21 (4.7)	164 (36.5)	209 (46.5)
90. Landing a good assignment is based on whom you know. ( <i>M</i> = 3.96)	8 (1.8)	56 (12.5)	54 (12.0)	139 (31.0)	171 (38.1)
91. If you make a mistake, the department will give you a second chance. ( <i>M</i> = 2.33)	98 (21.8)	159 (35.4)	109 (24.3)	54 (12.0)	8 (1.8)
92. If you work hard, you can get ahead in NOPD. ( <i>M</i> = 2.70)	85 (18.9)	127 (28.3)	78 (17.4)	111 (24.7)	28 (6.2)

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**Table D-11. 2014 Distribution of Responses for Section 6: “General Questions about the Public and the Department”**

Response categories:	Strongly disagree (1)	Disagree (2)	Not Sure (3)	Agree (4)	Strongly Agree (5)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
93. Police officers could do a better job if politicians did not interfere. ( <i>M</i> = 3.96)	9 (2.0)	36 (8.0)	87 (19.4)	127 (28.3)	170 (37.9)
94. In general, the news media treat the police fairly. ( <i>M</i> = 1.74)	226 (50.3)	136 (30.3)	32 (7.1)	25 (5.6)	11 (2.4)
95. The media are interested in stories about the police only when a police officer gets in trouble. ( <i>M</i> = 4.49)	11 (2.4)	13 (2.9)	18 (4.0)	100 (22.3)	286 (63.7)

*Note:* Entries are the frequency for each response category (*N*) and the percentage of respondents who fell into the category in parentheses (%). Percentages do not sum to 100% because of missing values (i.e., nonresponse). The mean (i.e., average) score is reported in parentheses next to each question (*M*).

**Table D-12. 2016 Responses to Section VI: The Police Department and the Public**

	Strongly Disagree <i>N (%)</i>	Disagree <i>N (%)</i>	Not Sure <i>N (%)</i>	Agree <i>N (%)</i>	Strongly Agree <i>N (%)</i>
72. People in society will harm you as a cop, if you give them the opportunity. ( <i>M</i> =3.46)	9 (3.2)	62 (22.1)	49 (17.4)	95 (33.9)	54 (19.2)
73. Most people are honest. ( <i>M</i> =3.10)	17 (6.1)	62 (22.1)	81 (28.8)	98 (34.9)	13 (4.6)
74. In an emergency, most community members would come to the aid of a police officer that needs assistance. ( <i>M</i> =3.30)	11 (3.9)	36 (12.8)	99 (35.2)	108 (38.4)	16 (5.7)
75. In general, you should be suspicious of people. ( <i>M</i> =3.24)	9 (3.2)	80 (28.5)	45 (16.0)	101 (35.9)	30 (10.7)
76. The community shows a lot of respect for the NOPD police. ( <i>M</i> =3.04)	16 (5.7)	73 (26.0)	68 (24.2)	103 (36.7)	6 (2.1)
77. Residents do not understand the problems NOPD police officers face. ( <i>M</i> =4.30)	5 (1.8)	7 (2.5)	17 (6.1)	113 (40.2)	127 (45.2)
78. Many residents try to make NOPD officers look bad. ( <i>M</i> =3.18)	4 (1.4)	79 (28.1)	72 (25.6)	90 (32.0)	23 (8.2)
79. Most civilians have confidence in NOPD police. ( <i>M</i> =3.19)	10 (3.6)	48 (17.1)	102 (36.3)	97 (34.5)	10 (3.6)
80. I get tired of listening to civilians complain about everything. ( <i>M</i> =2.68)	33 (11.7)	121 (43.1)	31 (11.0)	61 (21.7)	20 (7.1)
81. The community doesn't appreciate what we at NOPD do for them. ( <i>M</i> =3.15)	6 (2.1)	95 (33.8)	54 (19.2)	76 (27.1)	36 (12.8)
82. NOPD officers could do a better job if upper management did not interfere so much. ( <i>M</i> =3.40)	8 (2.9)	53 (18.9)	59 (21.0)	73 (26.0)	46 (16.4)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.

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**Table D-13. Responses to Section VI: The Police Department and the Public (continued)**

	Strongly Disagree <i>N</i> (%)	Disagree <i>N</i> (%)	Agree <i>N</i> (%)	Strongly Agree <i>N</i> (%)
83. Officers rarely get rewarded for doing a good job. ( <i>M</i> =3.17)	8 (2.9)	42 (15.0)	118 (42.0)	105 (37.4)
84. Landing a good NOPD assignment is based on “who you know.” ( <i>M</i> =3.05)	9 (3.2)	64 (22.8)	99 (35.2)	95 (33.8)
85. If you make a mistake, NOPD will give you a second chance. ( <i>M</i> =2.39)	32 (11.4)	104 (37.0)	109 (38.8)	11 (3.9)
86. Hard work can result in opportunities to get ahead within NOPD. ( <i>M</i> =2.64)	27 (9.6)	76 (27.1)	124 (44.1)	36 (12.8)
87. NOPD officers could do a better job if politicians did not interfere. ( <i>M</i> =3.25)	6 (2.1)	37 (13.2)	103 (36.7)	113 (40.2)
88. In general, the news media treat NOPD officers fairly. ( <i>M</i> =1.98)	97 (34.5)	93 (33.1)	56 (19.9)	18 (6.4)
89. The media is interested in stories about the NOPD only when an officer gets in trouble. ( <i>M</i> =3.37)	12 (4.3)	30 (10.7)	73 (26.0)	155 (55.2)

*Note:* Percentages do not sum to 100 because of missing values. The mean score is in parentheses next to the item.



**C. Appendix C: Detainee Survey Graphs**

**Figure E-1. Detainees stopped in last 2 years**

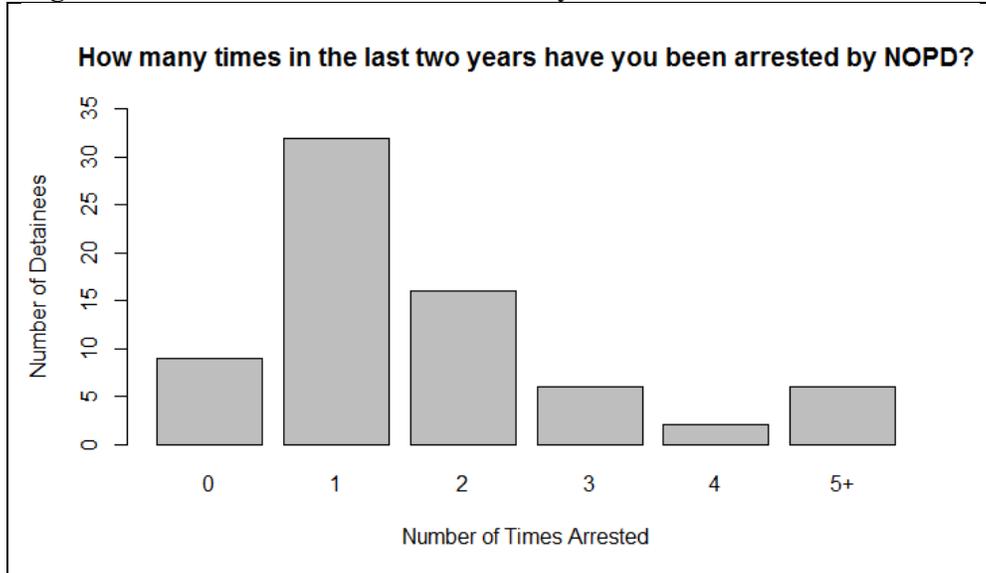


**Figure E-2. Detainees stopped in last 6 months**

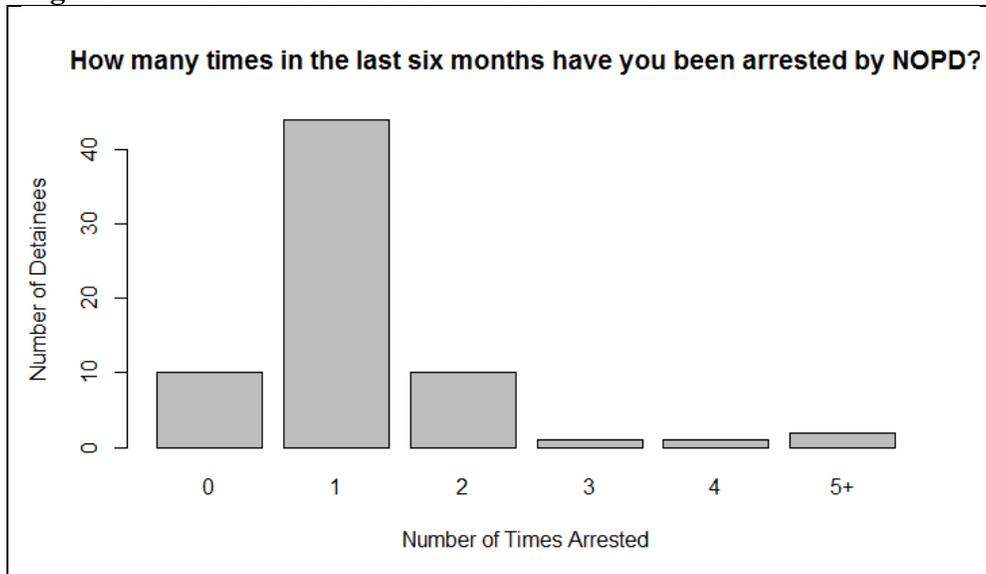




**Figure E-3. Detainees arrested in last 2 years**



**Figure E-4. Detainees arrested in last 6 months**





## D. Appendix D: Detainee Survey Graphs

**Table A-1. 2014 Detainee survey respondent demographic characteristics**

	N	% of Mean
Gender		
Male	46	79.3%
Female	11	19.0%
Age (range = 18 to 67)	57	35.61
Race/ethnicity		
White	7	12.1%
Black	40	69.0%
Latino	2	3.4%
Vietnamese	1	1.7%
Other	7	12.1%
Live in New Orleans		
Yes	46	79.3%
No	11	19.0%

*Note:* Percentages do not sum to 100% because of missing values (i.e., nonresponse).

**Table A-2. 2016 Detainee survey respondent demographic characteristics**

	N	%
Gender		
Male	57	78.1
Female	11	15.1
Race		
White	14	19.2
Black	49	67.1
Latino/Hispanic	3	4.1
Other	5	6.8
New Orleans Resident	59	80.8
How long?	Mean=19.2 years	
Identify as LGBT	2	2.7
Speak English	68	93.2

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing.

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**Table B-1. 2014 Detainees' attitudes toward with NOPD officers (specifically) and police officers (generally)**

Response categories:	Strongly disagree (1)	Disagree (2)	Neither agree/disagree (3)	Agree (4)	Strongly agree (5)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
1. NOPD officers do the right thing. ( <i>M</i> = 2.64; <i>N</i> = 58)	10 (17.2)	17 (29.3)	16 (27.6)	14 (24.1)	1 (1.7)
3. I am satisfied with the way NOPD officers conduct themselves. ( <i>M</i> = 2.60; <i>N</i> = 58)	6 (10.3)	25 (43.1)	13 (22.4)	14 (24.1)	0 (0.0)
4. NOPD officers treat me with respect. ( <i>M</i> = 2.69; <i>N</i> = 58)	10 (17.2)	17 (29.3)	13 (22.4)	17 (29.3)	1 (1.7)
5. NOPD officers are polite when dealing with me. ( <i>M</i> = 2.74; <i>N</i> = 57)	8 (13.8)	20 (34.5)	9 (15.5)	19 (32.8)	1 (1.7)
6. NOPD officers are polite when dealing with the public. ( <i>M</i> = 2.91; <i>N</i> = 57)	7 (12.1)	9 (15.5)	23 (39.7)	18 (31.0)	0 (0.0)
7. NOPD officers listen to me. ( <i>M</i> = 2.53; <i>N</i> = 57)	10 (17.2)	22 (37.9)	10 (17.2)	15 (25.9)	0 (0.0)
8. I am satisfied with how I am treated by NOPD. ( <i>M</i> = 2.51; <i>N</i> = 57)	10 (17.2)	22 (37.9)	13 (22.4)	10 (17.2)	2 (3.4)
10. I trust the police generally. ( <i>M</i> = 2.07; <i>N</i> = 57)	21 (36.2)	17 (29.3)	13 (22.4)	6 (10.3)	0 (0.0)
11. I have confidence in the police generally. ( <i>M</i> = 2.42; <i>N</i> = 57)	13 (22.4)	20 (34.5)	11 (19.0)	13 (22.4)	0 (0.0)
12. I am satisfied with the way police do their job generally. ( <i>M</i> = 2.61; <i>N</i> = 57)	8 (13.8)	19 (32.8)	17 (29.3)	13 (22.4)	0 (0.0)

*Note:* Entries are the frequency for each response category (*N*) and the percentage of respondents who fell into the category in parentheses (%). Percentages do not sum to 100% because of missing values (i.e., nonresponse). The mean score (*M*) and total number of respondents who answered the question (*N*) are presented in parentheses next to each question.

**Table B-2. 2016 Detainees' attitudes toward NOPD officers**

Response categories:	Strongly Disagree (1)	Disagree (2)	Neither Agree/Disagree (3)	Agree (4)	Strongly Agree (5)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
11. Generally, NOPD officers do their jobs the right way. ( <i>M</i> =2.99, <i>N</i> =73)	11 (15.1)	10 (13.7)	25 (34.2)	23 (31.5)	4 (5.5)
12. I am satisfied with the way NOPD officers handle themselves. ( <i>M</i> =2.94, <i>N</i> =72)	10 (13.7)	16 (21.9)	20 (27.4)	20 (27.4)	6 (8.2)
13. When dealing with me, NOPD officers treat me with respect. ( <i>M</i> =3.10, <i>N</i> =72)	11 (15.1)	10 (13.7)	22 (30.1)	19 (26.0)	10 (13.7)
14. When dealing with me, NOPD officers are polite. ( <i>M</i> =2.86, <i>N</i> =72)	13 (17.8)	14 (19.2)	21 (28.8)	18 (24.7)	6 (8.2)
15. In general, NOPD officers are polite when dealing with the general public. ( <i>M</i> =2.93, <i>N</i> =72)	9 (12.3)	16 (21.9)	21 (28.8)	23 (31.5)	3 (4.1)
16. Generally, NOPD officers listen to me. ( <i>M</i> =2.61, <i>N</i> =72)	16 (21.9)	20 (27.4)	16 (21.9)	16 (21.9)	4 (5.5)
17. I am satisfied with the way NOPD officers treat me. ( <i>M</i> =2.71, <i>N</i> =72)	15 (20.5)	19 (26.0)	16 (21.9)	16 (21.9)	6 (8.2)
18. I trust NOPD officers. ( <i>M</i> =2.04, <i>N</i> =71)	30 (41.1)	21 (28.8)	10 (13.7)	7 (9.6)	3 (4.1)
19. I have confidence in NOPD officers. ( <i>M</i> =2.31, <i>N</i> =72)	26 (35.6)	17 (23.3)	14 (19.2)	11 (15.1)	4 (5.5)
20. I am satisfied with the way NOPD officers do their job. ( <i>M</i> =2.54, <i>N</i> =72)	19 (26.0)	15 (20.5)	22 (30.1)	12 (16.4)	4 (5.5)

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

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**Table C-1. 2014 Detainees' perceptions of NOPD professionalism, community relations, and respectful treatment**

Response categories:	Highly unprofessional (1)	Mostly unprofessional (2)	Somewhat unprofessional (3)	Mostly professional (4)	Highly professional (5)
	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)	<i>N</i> (%)
1. How would you describe the professionalism of the NOPD? ( <i>M</i> = 2.72; <i>N</i> = 57)	6 (10.3)	12 (20.7)	32 (55.2)	6 (10.3)	1 (1.7)
	Very negative (1)	Somewhat negative (2)	Neither positive nor negative (3)	Somewhat positive (4)	Very positive (5)
3. How would you describe the relations between the NOPD and your community? ( <i>M</i> = 2.75; <i>N</i> = 55)	14 (24.1)	8 (13.8)	13 (22.5)	18 (31.0)	5 (3.4)

*Note:* Entries are the frequency for each response category (*N*) and the percentage of respondents who fell into the category in parentheses (%). Percentages do not sum to 100% because of missing values (i.e., nonresponse). The mean score (*M*) and total number of respondents who answered the question (*N*) are presented in parentheses next to each question.

**Table C-2. 2016 Detainees' perceptions of NOPD professionalism, community relations, and respectful treatment.**

	Never Professional <i>N</i> (%)	Sometimes Professional <i>N</i> (%)	Always Professional <i>N</i> (%)
I would like to know if you think the NOPD is professional. Officers are: ( <i>M</i> =2.06, <i>N</i> =72)		56 (76.7)	
	Never Positive <i>N</i> (%)	Sometimes Positive <i>N</i> (%)	Always Positive <i>N</i> (%)
How would you describe relations between NOPD and your community? ( <i>M</i> =1.76, <i>N</i> =72)		47 (64.4)	

*Note:* Percentages do not sum to 100 because nonresponse was treated as missing. The mean score and number of respondents for each item are presented in parentheses next to the item.

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### **E. Appendix E: Detainee Survey References**

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## F. Appendix F: OPP Jail Demographics

**Table. Demographics of November 3, 2014 Snapshot of OPP Jail Population (Peyton 2015)**

<b>Demographic</b>	<b>N=2,157</b>	<b>% of OPP Population</b>	<b>% of New Orleans Metro Area</b>
<b>Gender</b>			
<b>Female</b>	172	8%	52%
<b>Male</b>	1985	92%	48%
<b>Race</b>			
<b>Asian</b>	9	.4%	3.5%
<b>Black</b>	1871	86.7%	32.5%
<b>Hispanic</b>	4	.2%	8.6%
<b>White</b>	273	12.7%	58.2%
<b>Current Age</b>			
<b>Under 18</b>	45	2.1%	14%
<b>18-24</b>	585	27.1%	19%
<b>35-34</b>	736	34.1%	14%
<b>35-44</b>	431	20%	13%
<b>45+</b>	360	16.7%	40%

Source: Orleans Parish Sheriff's Office. Includes Plaquemines Parish Residents

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## G. Appendix G – Supplementary Tables

**Table A-1. Citizens' satisfaction with NOPD officers when stopped or questioned**

	2014 Mean	2017 Mean
If I was stopped or questioned, the police officer explained the reasons why.	2.63	2.65
When dealing with me, the police officer gave me a chance to explain the situation.	2.55	2.61
Overall, the police officer did his or her job.	2.60	2.71
I was satisfied with how I was treated by the police officer.	2.60	2.44

*Note:* The wordings for some of these items varied between 2014 and 2017. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2017.

**Table A-2. Citizens' perceptions of how NOPD officers treat minorities and other groups**

	2014 Mean	2017 Mean
New Orleans police officers treat members of the Black community fairly.	2.10	2.16
New Orleans police officers treat members of the Latino community fairly.	2.29	2.23
New Orleans police officers treat members of the Vietnamese community fairly.	2.52	2.54
New Orleans police officers treat members of the Lesbian, Gay, Bisexual and Transgender (LGBT) community fairly.	2.31	2.48
New Orleans police officers engage in racial profiling.	2.19	2.91
Members of the New Orleans Latino community don't report crimes to NOPD due to fear of deportation.	2.85	3.02
Members of the Black community expect to be harassed by the NOPD.	2.09	3.00
Members of the Black community do not believe the NOPD is credible.	2.08	2.97
Members of the Lesbian, Gay, Bisexual and Transgender (LGBT) community do not have confidence in the NOPD.	2.34	2.70
During encounters with the NOPD, police treat the homeless poorly.	2.18	2.65

*Note:* The wordings for some of these items varied between 2014 and 2017. However, the substantive issue the question was asking remained the same and the wording was deemed close enough for comparisons by researchers consulted by the Monitoring Team. All wordings in this table reflect the wording of the items in 2017.