

2022 Community Policing and Engagement First Quarter Report

NOPD agrees to prepare a publicly available report on at least a quarterly basis detailing its community policing efforts in each District, including developing community partnerships and participating in public meetings, and its problem-solving activities, including specific problems addressed and steps taken by NOPD and the community toward their resolution. This report also shall identify obstacles faced and recommendations for future improvement. At least annually, NOPD agrees to issue a publicly available report that summarizes these problem-solving and community policing activities. [Consent Decree ¶228]

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Policy Statement

1. The New Orleans Police Department (NOPD) shall promote and strengthen community partnerships, work constructively with the community, ensure collaborative problem

solving, ensure ethical and bias-free policing, and work to increase community confidence in the Department.

2. The New Orleans Police Department will effectively engage the community in collaborative problem solving. NOPD will partner with residents and stakeholders to identify and solve problems that contribute to crime, fear of crime, and quality of life problems in communities. The Department is committed to proactively solving problems as well as reacting to their harmful consequences.
3. The mission of the New Orleans Police Department is to provide professional police services to the public to prevent crime, maintain order and protect life and property. NOPD is committed to the philosophy and practice of community problem-oriented policing to inform organizational decisions, shape policies, identify training needs, and prioritize crime fighting by engaging each neighborhood and community organization in collaborative problem-solving partnerships. Community problem-oriented policing, and community policing and engagement are critical methods toward achieving NOPD's mission.
4. The New Orleans Police Department will collaborate with community stakeholders and partners on policing and engagement efforts. The Department encourages its members to develop problem solving partnerships with community residents.
5. NOPD recognizes that it serves many diverse communities. Communities arise not only from shared geography but also social ties, common perspectives, and shared circumstances (for example, the LGBTQ+ or LEP community). NOPD shall seek to engage all communities in its community policing and engagement efforts.
6. NOPD's recruitment efforts shall focus on hiring officers who can build relationships and work collaboratively with all communities.
7. This Chapter operates in tandem with many programs and policies focused on properly serving and collaborating with a variety of communities, including but not limited to Chapter 41.13 – Bias-Free Policing, Chapter 41.13.1 – Interactions with LGBTQ Persons, and Chapter 55.4 – Limited-English Proficiency Services.
8. The Department sets forth its community policing vision in its Community Policing and Engagement Manual. The Department shall review the Manual annually and update the manual as necessary.

Definitions

Community Engagement—Activities that foster positive interactions between citizens and officers, employ community policing ideals, create opportunities for constructive exchanges, and foster substantive collaboration with the community, while enhancing trust and legitimacy.

Community Liaison Officer (CLO)—A member of the NOPD who is responsible for facilitating communication between the community and their assigned police district. A CLO's primary function is to focus on problem orientated policing and resolution in the communities they serve, specifically to address community quality of life issues and build trusting relationships between the NOPD, District, officers and the residents and stakeholders in each police district.

Community Policing—A philosophy and operational strategy that promotes organizational practices that support the systematic use of partnerships and problem-solving techniques to work with the community to address the immediate conditions that give rise to public-safety issues such as crime, social disorder, and fear of crime.

Community Policing Forms (CPF)—The document used by the NOPD to record and track Community Policing and Engagement activities, such as events, meetings, quality of life concerns, problem-solving initiatives and actions, and updates to District Community Policing Plans. Forms are completed by the officers engaged or responsible for the resolution of the issues.

Community Policing Plan—A district-specific blueprint of collaborative partnerships with the community. The Community Policing Plan will address the unique needs of the communities serviced in each District. Each district's Captain is responsible for plan development.

Community Policing Signals—Community policing signals allow the Department to document specific tasks for proactive and community policing. The signals are Area Check, Business Check, Directed Patrol, Residence Check, Quality of Life, and Walking Beats. When dispatched on community policing signals, officers will employ procedural justice techniques.

Area Check—Officers will utilize the area check signal when patrolling an area within the District that has been pre-determined as an important area either by the community or the Department.

Business Check—Officers will utilize the business check signal to engage occupants at a business within the District.

Directed Patrol—Officers will utilize the directed patrol signal to execute a focused collaborative problem-solving, departmental problem-solving, or community policing and engagement in the targeted area.

Residence Check—Officers will utilize the residence check signal when the officers physically exit the patrol car and engage occupants at a specific residence absent a call for service.

Quality of Life—Officers will utilize the quality-of-life signal when responding to any type of quality-of-life problem.

Walking Beat—Officers will utilize the walking beat signal while executing a defined and assigned walking beat.

New Orleans Neighborhood Police Anti-Crime Council (NONPACC)—NONPACC is a partnership amongst the community, district captains, and officers to create conversations, identify problems, and devise solutions. Members of the public voice their concerns directly to the District Captain during face-to-face meetings.

Police Community Advisory Board (PCAB)—A board consisting of five to seven citizen volunteers from their respective police districts. PCAB members serve a two-year term and meet quarterly to address community issues. The City's Office of Neighborhood Engagement

coordinates the application and selection process for PCAB volunteers. The Superintendent has final approval on the selection of members to serve on PCABs.

Problem—A situation that concerns, causes, or carries the potential to cause harm to citizens, not just the police. A problem generally involves a situation of substantial community concern, or repeated incidents occurring in a community with related characteristics (time, place, behavior, victim(s), offender(s)) that concern the community.

Problem-Oriented Policing—A proactive problem-solving approach that uses the SARA model to focus on proactive solutions, specific crime problems and achieving crime and fear reduction results. The problems should be those that the community recognizes as important.

Procedural Justice—Procedural justice refers to the idea of fairness in the processes that resolve disputes and allocate resources and specifically how the characteristics of police community interactions shape the public’s trust of the police. Procedural justice speaks to four principles, often referred to as the four pillars:

- (a) Fairness in the processes
- (b) Transparency in actions
- (c) Opportunities for voice
- (d) Impartiality in decision making

Scanning, Analysis, Response, Assessment (SARA) Model—An approach wherein the community and the department work together to scan for problems, analyze information, respond through implemented strategies, and assess the effectiveness of implemented strategies.

Community Engagement and Policing Activities

NONPACC/APACC

The NONPACC/APACC (Algiers Police Anti-Crime Council) meeting is held monthly in each of our eight districts and is meant to provide a forum for residents to voice their concerns directly to the District Captain and other key NOPD personnel. In particular, the District Captains present key activities and information related to crime prevention and community policing and solicit feedback and additional information from the community.

As the City modifies its Covid-19 guidelines, districts decided to resume in-person NONPACC/APACC Meetings. Most districts were able to conduct at least two meetings in the first quarter, excluding the 4th and 7th Districts which did not provide any information. PSAB notified all Districts of the approved NONPACC Meeting Agenda and Attendance Record template. Using this guide all eight police districts will be able to provide the NONPACC/APCC Meeting details in a uniform format.

NOPD has established a new format to report information and assess each police districts progress on Community Policing and Engagement. In the next report, PSAB will be able to give an overall

picture of how all elements and assessment measures track Community Policing and Engagement in each district, including the reporting of NONPACC/APACC Meetings.

NONPACC/APACC Meeting Dates

1st District - 6:00pm at 501 N. Rampart St.- 504-658-6010 (Every Third Tuesday)

2nd District - 6:30pm at 3401 Broadway. - 504-658-6020 (Every Second Tuesday)

3rd District - 6:00pm at 4600 Paris Ave. - 504-658-6030 (Every First Wednesday)¹

4th District - APACC – 6:00pm at 2405 Sanctuary Dr. - 504-658-6040 (Every Third Wednesday)

5th District – 6:00pm at 3900 N. Claiborne Ave. - 504-658-6050 (Every Second Wednesday)

6th District –6:00pm at 1930 Martin Luther King Blvd. 504-658-6060 (Every Second Wednesday)

7th District – 6:00pm at 10101 Dwyer Rd. - 504-658-6070 (Every Third Wednesday)

8th District – 6:00pm at 334 Royal St. - 504-658-6080 (Every Third Tuesday)

Police Community Advisory Board - PCAB

The City of New Orleans, through the Office of Neighborhood Engagement (Neighborhood Engagement) initiated the application process to obtain new members of District Police Community Advisory Board (PCAB) according to the PCAB Manual². The role of the District PCABs is to enhance and encourage the relationship, partnership, and communication between the NOPD and the citizens they serve. The PCABs provide suggestions and recommendations to District Command staff on community problem solving resolutions, ideas to enhance the quality of life in their districts and strengthen and/or assist in establishing community relationships with NOPD. Neighborhood Engagement posted the application and its requirements in January 2022. Once applications were submitted and received several steps were taken to fill the vacant seats in all eight districts. In this process, some applicants did not qualify to fulfill the position for their district and more applicants were selected. NOPD and Neighborhood Engagement are continuing the final steps in application selection process of new members for Districts with vacant seats. At the conclusion of the selection process, the PCAB members will receive proper training and guidance, from Neighborhood Engagement with the assistance of NOPD, of their roles and duties as board members.

District PCABs are required to host quarterly meetings, at a minimum, and give recommendations to District Command Staff to address areas of concern. District Captains have 20 business days to provide an initial response to their district board members. This process is continued with an approval or denial of the recommendation, or a determination of whether the documents need to

¹ The 3rd District will continue to be held virtually until further notice via WebEx at <https://nola.webex.com/nola/j.php?MTID=md8c5f9a0fba23d1c52541800fa79c500>

² The PCAB Manual can be viewed at <https://nola.gov/neighborhood-engagement/>

go to Police Headquarters for further review or action, or requires further information before the District Captain can make a decision. These required quarterly meetings did not take place in the first quarter of 2022 due to the application process is currently underway. At the conclusion of this process, the members will attend the PCAB training and begin to conduct their regular board meetings.

PAL

The NOPD's Police Activity/Athletic League (PAL) serves youth by coordinating recreational programs in areas of the city and assisting with building relationships with youth. The uniqueness of this program is that it is staffed by a police officer and civilian volunteers. The PAL Coordinator collaborated with the New Orleans Police and Justice Foundation in February of 2022 to apply for Public Service Grants that will give resources to the Department that will provide funding for future events, activities, and programs for sports activities, conflict resolution training, safe interaction with Police training, Health and Wellness Forums, Higher Education Information, and Gun Violence Awareness and Prevention. PAL coordinator Jerry Baldwin and another designated officer will attend the PAL conference scheduled for May 31-June 3, 2022. This training will provide officers with the knowledge and skills to coordinate PAL events in their department and strengthen Youth Engagement and Relationships in their respective cities.

LGBTQ+

The NOPD and LGBTQ+ Liaisons are excited to continue to engage, support, and resume hosting events with the LGBTQ+ Community in the City of New Orleans as the Covid-19 restrictions are modified and relaxed. After two years of canceled festival schedules, the Department is collaborating with the NOLA Pride Parade committee to provide assistance where needed and to confirm participation thereto. In preparation for Pride Month (June 2022), NOPD has confirmed the approved Pride Badges to be worn by commissioned officers during the month of June and working in partnership with the Audubon Institute Diversity Team. The Liaison Officers have partnered with the Department of Cultural Affairs to revitalize the Pride Fleur de 'Leis on the corner of St. Ann St. and Burgundy St. The purpose of this partnership is to bridge the community relationship with LGBTQ+ community members, the NOPD and the City of New Orleans.

Limited English Proficiency/NOPD Authorized Interpreters

“The NOPD recognizes the importance of effective and accurate communication between its personnel and the community they serve. Language barriers can impede effective and accurate communication in a variety of ways. Language barriers sometimes can inhibit or even prohibit individuals with limited English proficiency (LEP) from accessing and/or understanding important rights, obligations, and services, or from communicating accurately and effectively in difficult situations. Hampered communication with LEP victims, witnesses, alleged perpetrators, and community members can present the NOPD with safety, evidentiary, and ethical challenges. Seeking to ensure maximum communication between law enforcement and all segments of the community serves the interests of both groups.³”

³ NOPD Policy Chapter 55.4: Limited English Proficiency Services

In March of 2022, NOPD renewed its contract with VIOANCE, the third-party contractor that provides the NOPD with document translation and the system to use Language Interpretation Services when an NOPDAI is not available, or the language requested is one that NOPD does not provide services, including providing American Sign Language interpretation. Continuing this VIOANCE contract will further assist NOPD personnel to communicate effectively with the LEP community. The NOPD is actively recruiting NOPD personnel to become Authorized Interpreters to enhance its ability to satisfy the needs of the LEP community as it relates to communicating with officers and receiving quality assistance from the department. The Department currently has 29 Authorized Interpreters (27 Spanish speaking interpreters and 2 Vietnamese interpreters). During the annual review of the Language Assistance Plan and services provided in 2021, the Language Access Coordinator will assess the services required and requested for the year to determine if additional languages need to be added for Authorized Interpreters for the Department.

Below illustrates the number of Limited English Proficiency (LEP) calls with positive dispositions relayed to NOPD by OPCD based on the CAD report for the 1st quarter.

| Month 2022 | Report to follow | Necessary Action Taken | Gone on Arrival | Total |
|--------------------|------------------|------------------------|-----------------|--------------|
| January | 37 | 15 | 40 | 92 |
| February | 36 | 16 | 23 | 75 |
| March | 31 | 13 | 38 | 82 |
| Grand Total | 104 | 44 | 101 | 249 |

At the conclusion of every incident/call answered by an officer a “disposition” is given to inform the Department of the outcome of the matter. The disposition of “Necessary Action Taken” indicates the officer resolved the call for service and no report was required. The disposition “Report to Follow” indicates at the conclusion of the call for service a report was required according to policy or requested by the complainant or victim. The disposition “Gone on Arrival” indicates that the complainant or victim was not on scene when the officer arrived to address the call for service.

Community Policing Forms Assessment

First Quarter Scorecard

During the first quarter of 2022 (January, February, and March), NOPD employees completed **351** Community Policing Forms of the following appropriate topics:

- a. Strengthening Relationship
- b. Crime Prevention
- c. Problem Solving (SARA)
- d. Crime Trends
- e. Residence Business Security Evaluation
- f. Event Coordination

- g. Meeting
- h. Community Policing Plan

Of those 351 forms created, **123** forms were selected for audit according to the Community Engagement Review Procedures⁴ as explained below:

The Community Policing Form (CPF) entries are fed into and housed on a secured internal network drive accessible to all NOPD personnel (NOPD Web Applications). The PSAB Innovation Manager exports the form entries from the database into a Microsoft Excel spreadsheet and selects a sample size from the entries based on activity type and forms completed for the targeted time frame of the audit. The CPF entries are sorted by activity type and saved in five separate Microsoft Excel spreadsheets according to the below criteria:

- i. Spreadsheet #1 contains all “Strengthening Relationship”, “Event Coordination”, “Meeting”, and “Other” entries;
- ii. Spreadsheet #2 contains all “Crime Prevention” and “Residence Business Security Evaluation” entries;
- iii. Spreadsheet #3 contains “Problem Solving (SARA)” entries;
- iv. Spreadsheet #4 Crime Trends; and
- v. Spreadsheet#5 Community Policing Plans.

The PSAB Innovation Manager, or designee, selects a sample size from each Spreadsheet according to the eight police districts and other divisions completed by Department personnel. A randomizer is used to select four (4) form entries from each district on each spreadsheet, if a district or division has less than four (4) entries then all entries are selected. This process is only used for Spreadsheet #1- #4. All form entries are audited for Spreadsheet #5. There are to be no more than 152 forms audited in each quarter.

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⁴ The Community Engagement Review Procedure was developed in 2021, and approved by the U.S. Department of Justice, to ensure NOPD’s community engagement activities and community policing philosophy are consistent with the U.S. Constitution, other federal, state and local laws as well as NOPD policy. This is an internal document housed with the Community Engagement Section and PSAB.

Figure 1: The Scorecard below is of the completed CPFs audited of activities including “Strengthening Relationship”, “Event Coordination”, “Meeting”, and “Other” entries.

Community Policing Scorecard - Strengthening Relationship, Event Coordination & Meetings

Review Period: 1Q 2022

Compliance percentages for Consent Decree for community policing form reporting requirements.

| District | Narrative Describes Interaction | Narrative Describes Communications/Collaborations | Other - Narrative Describes Problems or Interactions | Activity Entered on Time | Activity Approved on Time | Overall |
|----------|---------------------------------|---|--|--------------------------|---------------------------|---------|
| 1st | | | | | | - |
| 2nd | 100% | 100% | 100% | 100% | 100% | 100% |
| 3rd | 100% | 100% | 100% | 100% | 100% | 100% |
| 4th | 100% | 100% | 100% | 100% | 100% | 100% |
| 5th | 100% | 100% | 100% | 100% | 100% | 100% |
| 6th | 100% | 100% | 100% | 100% | 75% | 95% |
| 7th | 100% | 100% | 100% | 100% | 25% | 85% |
| 8th | 100% | 100% | 100% | 100% | 25% | 85% |
| SOD | | | | | | - |
| Other | | | | | | - |
| Overall | 100% | 100% | 100% | 100% | 75% | 95% |

Audit results for each form are reviewable in the accompanying "Sheet1" scorecard.

Preliminary scores are not included in MAX data.

Scores below 95% are highlighted in red.

*Sheet 1: 28 total forms were audited (four forms from districts 2nd – 8th. No forms were entered for these categories from the 1st District, SOD, and the other Bureaus/Divisions of the Department.)

Figure 2: The Scorecard below is of the completed CPFs audited of activities including “Crime Prevention” and “Residence Business Security Evaluation” entries.

Community Policing Scorecard - Crime Prevention and Residence Business Security Evaluation

Review Period: 1Q 2022

Compliance percentages for Consent Decree for community policing form reporting requirements.

| District | Narrative Describes the Residence-Business Security Evaluation | Narrative Describes the Residence-Business Security Evaluation | Activity Entered on Time | Activity Approved on Time | Overall |
|----------|--|--|--------------------------|---------------------------|---------|
| 1st | | | | | - |
| 2nd | 0% | 0% | 100% | 100% | 50% |
| 3rd | 75% | 75% | 100% | 100% | 88% |
| 4th | 100% | 100% | 100% | 100% | 100% |
| 5th | 75% | 75% | 100% | 25% | 69% |
| 6th | | | | | - |
| 7th | 100% | 100% | 100% | 0% | 75% |
| 8th | 50% | 50% | 100% | 0% | 50% |
| SOD | | | | | - |
| Other | | | | | - |
| Overall | 67% | 67% | 100% | 54% | 72% |

Audit results for each form are reviewable in the accompanying "Sheet2" spreadsheet.

Preliminary scores are not included in MAX data.

Scores below 95% are highlighted in red.

*Sheet 2: 24 total forms were audited (four forms from the 2nd, 3rd, 4th, 5th, 7th, and 8th Districts. No forms were entered for these categories from the 1st and 6th Districts, SOD, and the other Bureaus/Divisions of the Department.)

Figure 3: The Scorecard below is of the completed CPFs audited of activities including “Problem Solving (SARA)” entries.

| Community Policing Scorecard - Problem Solving | | | | | | | | | |
|---|-----------------------------|---|-----------------------|---------------------------------------|------------------|----------------------------|-------------------------|--------------------------|---------|
| Compliance percentages for Consent Decree for community policing form reporting requirements. | | | | | | | | | |
| District | Narrative Describes Problem | Narrative Describes Problem-Solving Actions | Community Interaction | Narrative Describes Impact of Actions | Follow-Up Needed | Follow-Up Forwarded Timely | Activity Entered Timely | Activity Approved Timely | Overall |
| 1st | 100% | 100% | 100% | 67% | 100% | 100% | 100% | 100% | 95% |
| 2nd | 100% | 50% | 75% | 50% | 100% | 100% | 100% | 100% | 82% |
| 3rd | 100% | 50% | 0% | 0% | 0% | 0% | 100% | 100% | 36% |
| 4th | 100% | 100% | 100% | 75% | 100% | 100% | 100% | 100% | 96% |
| 5th | 100% | 75% | 100% | 75% | 100% | 100% | 100% | 100% | 93% |
| 6th | 100% | 100% | 100% | 67% | 100% | 100% | 100% | 100% | 95% |
| 7th | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 8th | 100% | 75% | 75% | 75% | 100% | 100% | 100% | 100% | 89% |
| SOD | | | | | | | | | - |
| Other | | | | | | | | | - |
| Overall | 100% | 79% | 84% | 64% | 92% | 92% | 100% | 100% | 87% |

Audit results for each form are reviewable in the accompanying "Sheet3" spreadsheet.

Preliminary scores are not included in MAX data.

Scores below 95% are highlighted in red.

*Sheet 3: 25 total forms were audited (three forms from the 1st District, four forms from districts 2nd, 4th, 5th, 6th, 7th and 8th Districts, and two forms from the 3rd District. No forms were entered for these categories from SOD and the other Bureaus/Divisions of the Department.)

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Figure 4: The Scorecard below is of the completed CPFs audited of activities including the “Crime Trends” entries.

Community Policing Scorecard - Crime Trends

Review Period: 1Q 2022

Compliance percentages for Consent Decree for community policing form reporting requirements.

| District | Narrative Describes Trend | Community Interaction | Narrative Describes Impact of Actions | Activity Entered on Time | Activity Approved on Time | Overall |
|----------|---------------------------|-----------------------|---------------------------------------|--------------------------|---------------------------|---------|
| 1st | | | | | | - |
| 2nd | | | | | | - |
| 3rd | 0% | 0% | 100% | 100% | 100% | 60% |
| 4th | | | | | | - |
| 5th | 0% | 0% | 100% | 0% | 0% | 20% |
| 6th | | | | | | - |
| 7th | 0% | 100% | 100% | 0% | 0% | 40% |
| 8th | | | | | | - |
| SOD | | | | | | - |
| Other | | | | | | - |
| Overall | 0% | 29% | 100% | 14% | 14% | 31% |

Audit results for each form are reviewable in the accompanying "Sheet4" spreadsheet.

Preliminary scores are not included in MAX data.

Scores below 95% are highlighted in red.

*Sheet 4: 7 total forms were audited. (one form from the 3rd District, four forms from the 5th District, and two forms from the 7th District. No forms were entered for these categories from the 1st, 2nd, 4th, 6th, and 8th Districts, SOD, and the other Bureaus/Divisions of the Department.)

Figure 5: The Scorecard below is of the completed CPFs audited of activities regarding the District Community Policing Plan updates.⁵

⁵ Note: The divisions “SOD” and “Other” were removed from the Community Police Plan Scorecard because only the eight police districts are required to provide Community Policing Plans. The Special Operations Division is composed of specialized units including the Violent Offender Warrant Squad, Tactical Platoons 1&2, the Bomb Disposal Unit, Armory Unit, Search and Rescue/Marine Unit, Extradition Unit, K-9 Unit, Traffic Fatality Unit, Mounted Unit, and DWI Unit. While these units can assist with the districts’ community policing and engagement plan activities, SOD does not function in the same manner as the platoons in the districts.

Community Policing Scorecard - Community Policing Plans

Review Period: 1Q 2022

Compliance percentages for Consent Decree for community policing form reporting requirements.

| District | Community Policing Plan Narrative | Community Policing Plan Updates | Activity Entered on Time | Activity Approved on Time | Overall |
|----------------|-----------------------------------|---------------------------------|--------------------------|---------------------------|---------|
| 1st | | | | | - |
| 2nd | 100% | 100% | 100% | 100% | 100% |
| 3rd | 93% | 93% | 93% | 93% | 93% |
| 4th | | | | | - |
| 5th | 100% | 100% | 100% | 100% | 100% |
| 6th | | | | | - |
| 7th | 100% | 100% | 100% | 25% | 81% |
| 8th | | | | | - |
| Overall | 97% | 97% | 97% | 59% | 88% |

Audit results for each form are reviewable in the accompanying "Sheet4" spreadsheet.

Preliminary scores are not included in MAX data.

Scores below 95% are highlighted in red.

*Sheet 5: 39 total forms were audited (two forms from the 2nd District, 14 forms from the 3rd District, three forms from the 5th District, and 20 forms from the 7th District. No forms were entered for this category from the 1st, 4th, 6th, and 8th Districts.)

Figure 6: The Scorecard below is the overall summary scorecard of the completed CPFs audited by District.

Community Policing Scorecard - Overall Summary

Review Period: 1Q 2022

Compliance percentages for Consent Decree for community policing form reporting requirements.

| District | Strengthening Relationships, Event Coordination, Meetings | Crime Prevention & Residence, Business Security Evaluation | Problem Solving | Ccrime Trends | Community Policing Plans | Overall |
|----------|---|--|-----------------|---------------|--------------------------|---------|
| 1st | - | - | 95% | - | - | 95% |
| 2nd | 100% | 50% | 82% | - | 100% | 83% |
| 3rd | 100% | 88% | 36% | 60% | 93% | 75% |
| 4th | 100% | 100% | 96% | - | - | 99% |
| 5th | 100% | 69% | 93% | 20% | 100% | 76% |
| 6th | 95% | - | 95% | - | - | 95% |
| 7th | 85% | 75% | 100% | 40% | 81% | 76% |
| 8th | 85% | 50% | 89% | - | - | 75% |
| SOD | - | - | - | - | - | - |
| Other | - | - | - | - | - | - |
| Overall | 95% | 72% | 87% | 31% | 88% | 75% |

Audit results for each form are reviewable in the accompanying detail spreadsheets.

Preliminary scores are not included in MAX data.

Scores below 95% are highlighted in red.

The Overall Scorecard is the aggregate score of all five scorecards combined by district and division.

The Community Engagement Review Procedure calls for an assessment of the Procedural Justice Scorecard and the Corrective Action taken from the Stop, Search, and Arrest Audit. The PSAB Audit and Review Team is on schedule audit this section in May of 2022. The results of that audit will be reported in the second quarter report if finalized and available. The Procedural Justice Scorecard below and assessment were reported in the 2021 Community Engagement Annual Report.⁶ A recap of the scorecard is presented below.

⁶ The 2021 Community Engagement Annual Report <https://nola.gov/nopd/nopd-consent-decree/>

SSA Scorecard - Procedural Justice (Double-blind Review)

Review Period: May 2021

Compliance percentages for Consent Decree requirements for stops, searches and arrests

| District | # of Incidents | Officers Introduced Themselves | Officers Explained Reason for Stop | Officers Allowed Subject to Explain | Officers Responded to Subject's Reasonable Questions | Officers Communicated Result | Stop Took No Longer than Necessary | Officers Were Reasonably Courteous and Professional | Overall |
|----------|----------------|--------------------------------|------------------------------------|-------------------------------------|--|------------------------------|------------------------------------|---|---------|
| 1 | 6 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 2 | 9 | 89% | 100% | 100% | 100% | 100% | 100% | 89% | 97% |
| 3 | 11 | 73% | 100% | 100% | 100% | 91% | 100% | 91% | 94% |
| 4 | 9 | 75% | 100% | 100% | 100% | 100% | 100% | 100% | 96% |
| 5 | 10 | 80% | 100% | 100% | 100% | 100% | 100% | 90% | 96% |
| 6 | 11 | 73% | 100% | 100% | 100% | 100% | 100% | 91% | 95% |
| 7 | 10 | 50% | 100% | 100% | 100% | 90% | 90% | 90% | 89% |
| 8 | 13 | 58% | 100% | 92% | 100% | 92% | 100% | 92% | 91% |
| SOD | 6 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| ISB | 5 | 50% | 100% | 100% | 100% | 100% | 100% | 100% | 93% |
| Other | 7 | 60% | 100% | 100% | 100% | 100% | 100% | 100% | 94% |
| Overall | 97 | 72% | 100% | 99% | 100% | 97% | 99% | 93% | 94% |

Compliance randomly samples CAD items that were initially 18s or 107s, had dispositions of NAT or RTF, and are self-initiated for each District/Unit.

For an explanation of the procedure and scoring system for this review, see the "Scorecards Explained" section of this packet.

For a list of relevant policies, see the accompanying "List of Policies Relevant to Procedural Justice."

For the audit results for each stop see the accompanying Raw Data spreadsheets.

Scores below 95% are highlighted in red.

Community Policing Signals

NOPD uses community policing signals to document both its response to district Community Policing Plans and its broader community policing activities. By conducting activities based on the Community Policing Signals, officers are building relationships and partnerships with citizens, business owners, and stakeholders in their perspective districts. Community Policing signals are used to capture proactive self-initiated problem-solving activities, as well as quality of life activities, in an efficient, geo-coded, time-stamped manner. In the first quarter of 2022, NOPD initiated **23,083** community policing signals. See the detailed chart below of the Community Policing Signals used. The community policing signals include:

Area Check (22A) —Officers will utilize the area check signal when patrolling an area within the District that has been pre-determined as an important area either by the community or the Department. An important area is a location where there is an issue that requires increased patrol. An important area can be determined by an increase in calls for service for a type of police matter, or crime trend, or increase citizen complaint regarding crime or disorder in an area. This signal is used when patrolling a general area without a specific problem-solving strategy attached. Officers are scanning the area when utilizing this signal.

Business Check (22B) —Officers will utilize the business check signal to engage occupants at a business within the District.

Directed Patrol (22D) —Officers will utilize the directed patrol signal to execute a focused collaborative problem-solving, departmental problem-solving, or community policing and engagement in the targeted area. For example, a 22D would be used to conduct any police activity linked to a problem oriented policing project documented in the District’s Community Policing Plans, among other reasons.

Residence Check (22R) —Officers will utilize the residence check signal when the officers physically exit the patrol car and engage occupants at a specific residence absent a call-for-service.

Quality of Life (21Q) —Officers will utilize the quality-of-life signal when responding to any type of quality of life problem. Quality of life concerns include, but are not limited to, citizen concerns regarding abandoned vehicles, blighted property, illegal tire dumping, and noise complaints. Quality of Life (QOL) matters include all issues where citizens request assistance from NOPD, excluding criminal complaints or threats to public safety.

Walking Beat (22W) —Officers will utilize the walking beat signal while executing a defined and assigned walking beat.

| | |
|-----------------------|--------------|
| 1st Quarter 2022 | |
| | Total |
| First | 3215 |
| Quality of Life (21Q) | 9 |
| Area Check (22A) | 2478 |
| Business Check (22B) | 707 |
| Directed Patrol (22D) | 4 |
| Residence Check (22R) | 3 |
| Walking Beat (22W) | 14 |
| | |
| Second | 2376 |
| Quality of Life (21Q) | 6 |
| Area Check (22A) | 1780 |
| Business Check (22B) | 406 |
| Directed Patrol (22D) | 171 |
| Residence Check (22R) | 13 |
| Walking Beat (22W) | 0 |
| | |
| Third | 7260 |
| Quality of Life (21Q) | 4 |
| Area Check (22A) | 6507 |
| Business Check (22B) | 723 |
| Directed Patrol (22D) | 10 |

| | |
|-----------------------|-------------|
| Residence Check (22R) | 16 |
| Walking Beat (22W) | 0 |
| | |
| Fourth | 6332 |
| Quality of Life (21Q) | 15 |
| Area Check (22A) | 5542 |
| Business Check (22B) | 377 |
| Directed Patrol (22D) | 305 |
| Residence Check (22R) | 4 |
| Walking Beat (22W) | 89 |
| | |
| Fifth | 1185 |
| Quality of Life (21Q) | 8 |
| Area Check (22A) | 926 |
| Business Check (22B) | 225 |
| Directed Patrol (22D) | 26 |
| Residence Check (22R) | 0 |
| Walking Beat (22W) | 0 |
| | |
| Sixth | 802 |
| Quality of Life (21Q) | 1 |
| Area Check (22A) | 583 |
| Business Check (22B) | 182 |
| Directed Patrol (22D) | 36 |
| Residence Check (22R) | 0 |
| Walking Beat (22W) | 0 |
| | |
| Seventh | 698 |
| Quality of Life (21Q) | 21 |
| Area Check (22A) | 606 |
| Business Check (22B) | 69 |
| Directed Patrol (22D) | 1 |
| Residence Check (22R) | 0 |
| Walking Beat (22W) | 1 |
| | |
| Eighth | 1215 |
| Quality of Life (21Q) | 1 |
| Area Check (22A) | 1039 |
| Business Check (22B) | 144 |
| Directed Patrol (22D) | 6 |

| | |
|-----------------------|--------------|
| Residence Check (22R) | 0 |
| Walking Beat (22W) | 25 |
| Grand Total | 23083 |

Geo-deployment

Geographical Deployment (Geo-Deployment) is a fundamental component of the Department’s Community Policing strategy that helps facilitate more contact between the police and the community stakeholders within a particular area. To successfully implement the Department’s geographical deployment strategy, a platoon must have the same officers, assigned to the same “area” (Car Sector), on every shift, to ensure they take ownership of their assigned area.

PSAB reviews CAD activity to determine if police units are remaining in their assigned sectors for at least half of their shift while answering calls for service and engaging in community policing. The chart below demonstrates the percentage of time that officers spent in their assigned sectors by District for the first quarter.

| District | Time Out of Sector (Hrs) | Time Working (Hrs) | % of Time In Sector |
|----------|--------------------------|--------------------|---------------------|
| 1 | 3127 | 8808 | 64% |
| 2 | 3439 | 10259 | 66% |
| 3 | 3681 | 10041 | 63% |
| 4 | 2435 | 11667 | 79% |
| 5 | 4187 | 9727 | 57% |
| 6 | 3973 | 9980 | 60% |
| 7 | 3915 | 9359 | 58% |
| 8 | 3265 | 8643 | 62% |

Geo-deployment compliance is tracked weekly by entering the assignments for every District and Platoon into an Excel spreadsheet from the actual Daily Lineups prepared by the units. This spreadsheet indicates the number of supervisors and officers working and the Sector coverage. Any “gaps” are noted and “deviation forms” entered. This spreadsheet is submitted to the Field Operation Bureau staff where it is reviewed and used as part of the management tools employed by that Bureau to ensure compliance with the strategy.

The Department received and completed 55 Deviation Forms in the First Quarter of 2022. A majority of the time a Deviation form was submitted was due to a staffing or manpower issue on the Platoon (annual leave (vacation days), sick days, special assignments, etc.). The Deviation Forms are a way for the Districts to recognize deviations from the Department’s geo-deployment goals and be accountable for reporting it to the Field Operations Bureau. PSAB receives a copy of the Deviation Forms and tracks them with the same tool that is used to determine if officers are remaining in their assigned sectors as an aid for FOB in managing geographic deployment. PSAB assess whether the reason for deviation is within the guidelines of policy and FOB addresses deficiencies as they are identified.

Victim Witness Assistance

The Victim-Witness Assistance Unit provides immediate and ongoing support to families and victims of homicides and other serious crimes. See below for a detailed breakdown of services provided by the Unit and individuals serviced in the first quarter of 2022.

| | FIRST QUARTER, 2022 | (YTD) Year-to-Date |
|---|--|--|
| <i>Continuing Victims receiving services</i> | 285 | 285 |
| <i>NEW Victims receiving services</i> | 517 | 517 |
| <i>Total number of victims receiving services</i> | 802 | 802 |
| | | |
| <i>Services provided</i> | *Information and Referrals | *Information and Referrals |
| | *Personal Advocacy and Accompaniment | *Personal Advocacy and Accompaniment |
| | *Emotional Support and Safety Services | *Emotional Support and Safety Services |
| | *Shelter and Housing Services | *Shelter and Housing Services |
| | *Criminal and Civil Justice | *Criminal and Civil Justice |
| | *System Assistance | *System Assistance |
| | | |

Obstacles and Recommendations

Obstacles

As the Department continues to promote officers and transfer personnel the institutional knowledge of specific tasks, duties, roles and responsibilities transition with the employee as well. The Department is filled with competent and qualified individuals who can achieve all goals and tasks assigned to him/her/them however, it takes time to perfect these day-to-day responsibilities and create a routine to maintain and follow in an everchanging Department.

In the fourth quarter of 2021, a recommendation was made to remove “General Assignment” from the CPF activity of Crime Trends. This modification was complete, and forms were entered under this activity as the desired outcome. The scores in this activity are not perfect but now we must ensure officers understand and can execute documenting the Crime Trends assessed. The Corrective Action was put into place and forms were submitted in this area where it lacked in the previous quarter, which is progress, however NOPD recognizes the need for an added layer of continued proper training with regards to the Community Policing Forms.

Recommendations

NOPD is dedicated to train and inform its employees, at every level, of changes and modifications as they arise in the Department. NOPD is also dedicated to implement improvement measures as needed to ensure the understanding and acknowledgement of the new measure that have been put

into place. The Community Engagement Section Manager is currently training the Department in multiple areas to ensure the Department improves in CPF completion, signal usage, and building relationships with the citizens in their districts. Community Engagement corrective measures are being addressed in Roll Call Training, Officer and Supervisor In-service, and the upcoming June 2022 Daily Training Bulletin. During these trainings NOPD is taking a different approach. Instead of asking questions regarding the policies and procedures, the questions have been designed in “Example Format”. Giving the employees the opportunity to decide which category a form should fall under, is this a single problem that is being solved or a community problem solving matter, etc.

Striving to continue to improve the scorecard of the Community Policing Forms, PSAB has collaborated with the IT Department to adjust the CPF structure in two ways.

1. When an employee selects the “Problem Solving” activity on the CPFs, questions regarding the SARA Model will populate to instruct the officer to answer four questions to ensure all elements of this form are entered correctly. With this strategy PSAB and the Community Engagement Section Manager foresee major improvement.
2. District Systems Administrators (DSAs) have been given administrative rights in their respective district’s CPF entries to approve, request for resubmission, and reject CPFs entered. With the constant transfer of employees, officers and supervisors alike, some forms are looked over and not approved because of not having access to the forms entered by officers due to awaiting full electronic transfer of subordinates in the INSIGHT and ADP system. This is also the case if an officer’s supervisor is out on leave when a form is submitted, the form will not get approved because the immediate supervisor is the only person that has access to the officer’s forms.

PSAB, the Community Engagement Section, OCDM and DOJ have collaborated to restructure the reporting methodology of Community Engagement and Policing. The reports will be separated by Police Districts to give a holistic overview of all of the reporting systems and documentation strategies. The goal is to have a clear understanding of the district priorities and tactics to combat specific community issues and crime trends, see the total picture of problem-solving methods of each district, and improve the overall quality of life in every district and the City of New Orleans. The Department will start using this new method with the second quarter report of 2022.

Conclusion

The New Orleans Police Department is eager to grow and maintain the significant progress it has achieved in the area of Community Policing and Engagement. The needs of the city, community neighborhoods, citizens, and stakeholders are everchanging and as the needs change the Department must adjust its strategy to achieve the goals set out in its Community Policing and Engagement Philosophy. The greatest strategy the Department will utilize is training all personnel to give quality service to the city and citizens of New Orleans while continuing to establish partnerships and provide constitutional policing at all times.