

Conducted for the

# **New Orleans Crime Coalition**

Annual NOPD Citizens  
Satisfaction Survey 2025



# Survey information

- Survey was conducted May 27-June 4, 2025, under the direction of Ronald A. Fauchaux, Ph.D., CEO of Fauchaux Strategies, LLC, New Orleans and Washington, D.C.
- Survey based on a representative sample of completed interviews with 800 adults (18 and older) in the City of New Orleans.
- Interviews conducted by live, professionally trained telephone interviewers via cell phones (81%) and landlines (19%).
- Margin of error for full sample: +/- 3.46%.
- Because of rounding, some of the data columns do not add up to 100%.
- Racial composition of sample: 57% African American, 35% white, 8% other. Sample targets and weights based on census data.

# Overview of key findings

**NOPD SATISFACTION:** Overall satisfaction with the NOPD went up 7 points since last year, 40% to 47%.

- Residents saying they are “very satisfied” with the NOPD more than doubled since last year, going from 4% to 9%.
  - Anne Kirkpatrick took office as police chief in 2023, when the NOPD’s satisfaction rating was 31%. It’s increased 16 points since then.
- There is a widening gap on NOPD satisfaction by age, growing from 16 points last year to 21 points this year. Younger residents are less satisfied with the NOPD.
- The NOPD’s satisfaction rating among Black residents increased 6 points since the last survey, from 46% to 52%, and the NOPD’s satisfaction rating among White residents increased 8 points, from 32% to 40%.
- Satisfaction with NOPD’s work **in residents’ own neighborhoods** is up 4 points from last year (58% to 62%). The age gap has grown to 22 points.

**CRIME PERCEPTIONS:** A majority of city residents (54%) now say the **city is safe**; that’s an 11-point improvement from last year (43 to 51).

- 56% of Blacks and 49% of Whites say the city is safe. Compared to last year, that’s up 6 points among Blacks and 17 points among Whites.
  - More men and older residents believe the city is safe than do women and younger people.
  - A big majority of residents, 84%, believe **their own neighborhood** is safe; that’s 30 points higher than perceptions of the city-as-a-whole (54%).
- 35% perceive that the citywide crime problem has gotten better since last year and 37% perceive it’s stayed the same; 26% think it’s gotten worse.

**NOPD TASK RATINGS:** 12% to 34% of city residents positively rate tasks performed by the NOPD as “excellent” or “good.” Even though these ratings remain very low—some alarmingly low—they’ve improved since last year when only 7% to 25% of residents positively rated NOPD on its tasks.

- The highest rated police task is “**working with neighborhood and community groups**” (34% rate NOPD positively on this, up from 25% last year).
- Currently, the lowest rated police task is **recruitment** of new officers (only 12% rate the NOPD positively).
- The NOPD’s biggest improvement since last year is investigating and solving **car jackings, car thefts and car break-ins** (“excellent” and “good” went up 9 points) and **working with neighborhood and community groups** (“excellent” and “good” also went up 9 points).

## Overview of key findings CONTINUED

### **NOPD COMPETENCE, CULTURE AND PERFORMANCE VALUES:**

- Those saying NOPD **competence and effectiveness** has “improved” in recent years went up 10 points since last year (from 24% to 34%).
- Those saying NOPD’s **internal culture** has “improved” in recent years went up 9 points since last year (from 25% to 34%).
- Performance values ratings went up in all three categories compared to last year:
  - Excellent + good ratings on **ethics and professionalism** went up 4 points.
  - Excellent + good ratings on **honesty and integrity** went up 6 points.
  - Excellent + good ratings on **using appropriate force** when apprehending suspect went up 8 points.

**POLICE MISCONDUCT:** Compared to a few years ago, 38% of residents perceive that police brutality and misconduct has “decreased,” 10% perceive it’s “increased” and 48% say it’s “about the same.”

- Of those who say brutality and misconduct “decreased,” there is a 7-point racial difference (more Whites than Blacks say “decreased”) and a 12-point age difference (more older than younger people say “decreased”).

### **RECRUITMENT AND RETENTION OF OFFICERS:**

- Only 12% positively rate NOPD’s efforts at **recruiting** new police officers; that’s down 5 points from 17% last year. This is the only task rating that worsened.
- Only 13% positively rate NOPD’s **retention** of existing police officers; that’s up 3 points from last year.

**PROPOSALS TO REDUCE CRIME:** Big majorities of city residents, between 68% to 93%, favor eight proposals aimed at reducing crime that deal with investigations, manpower, police pay, social and counseling programs, tracking crime suspects, use of computer analytics, camera technology and facial recognition. Since last year, support for seven of these eight proposals went up, while one stayed the same.

## Overview of key findings CONTINUED

**PRISON ESCAPE:** 65% of New Orleans residents believe **poor management** of the prison was the cause of the recent jailbreak; only 19% believe the cause was the Sheriff's office not having enough funding.

- 66% of Whites and 65% of Blacks say poor management of the prison was the cause of the recent jailbreak.
- A majority of city residents (57%) say the job done by the NOPD tracking and apprehending inmates after they escaped from Parish Prison did not make them think any differently of the department. By a 32-to-7 margin, residents said how NOPD handled the situation made them think "better" of the NOPD as opposed to "worse." More Black residents, older residents and men think "better" of the NOPD because of how they handled the situation.

**STATE POLICE ASSISTANCE IN NEW ORLEANS:** A solid majority of city residents (59%) think the temporary State Police handling of certain local policing duties in New Orleans is "working well." Only 27% say it's "not working well."

- More Blacks than Whites (by 6 points) say it's "working well." More older people than younger people (by 19 points) say it's "working well."

**CRIME STOPPERS:** New Orleans residents who would "definitely" or "probably" call Crime Stoppers remains very high, the same as last year, at 83%. The major reason why residents say they would **not** call Crime Stoppers is because they "just don't want to get involved."

**CONTACT WITH NOPD OFFICER:** 41% of residents say they had contact with an NOPD officer over the past year. That's higher than in last year's survey (37%). More Whites, younger people and men say they have had contact with a police officer than do Blacks, older people and women.

- Of those who say they have had contact with an officer, 70% were satisfied with the contact.

**CIVIC PRIORITIES AND POLICYMAKERS:** Results from additional survey questions related to broader civic issues will be released later this week. These will include ranking of issues and public official job ratings.

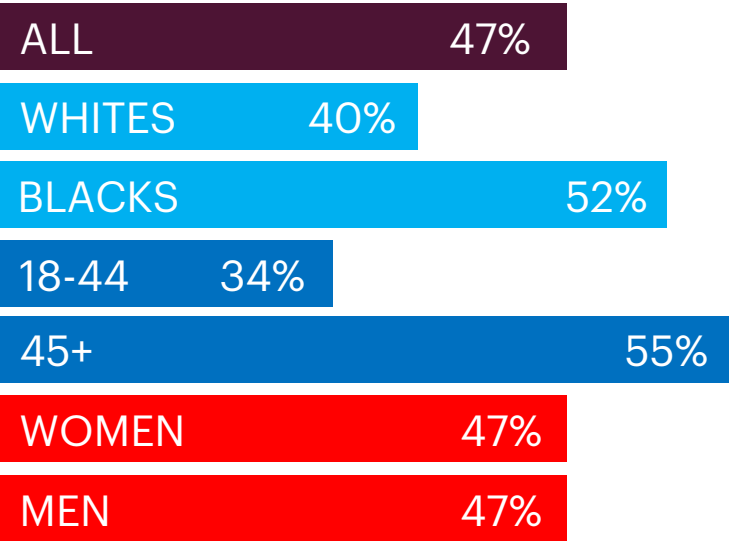
# NOPD satisfaction rating

Overall, would you say that you are very satisfied, somewhat satisfied, neither satisfied nor unsatisfied, somewhat unsatisfied...or... very unsatisfied with the New Orleans Police Department?

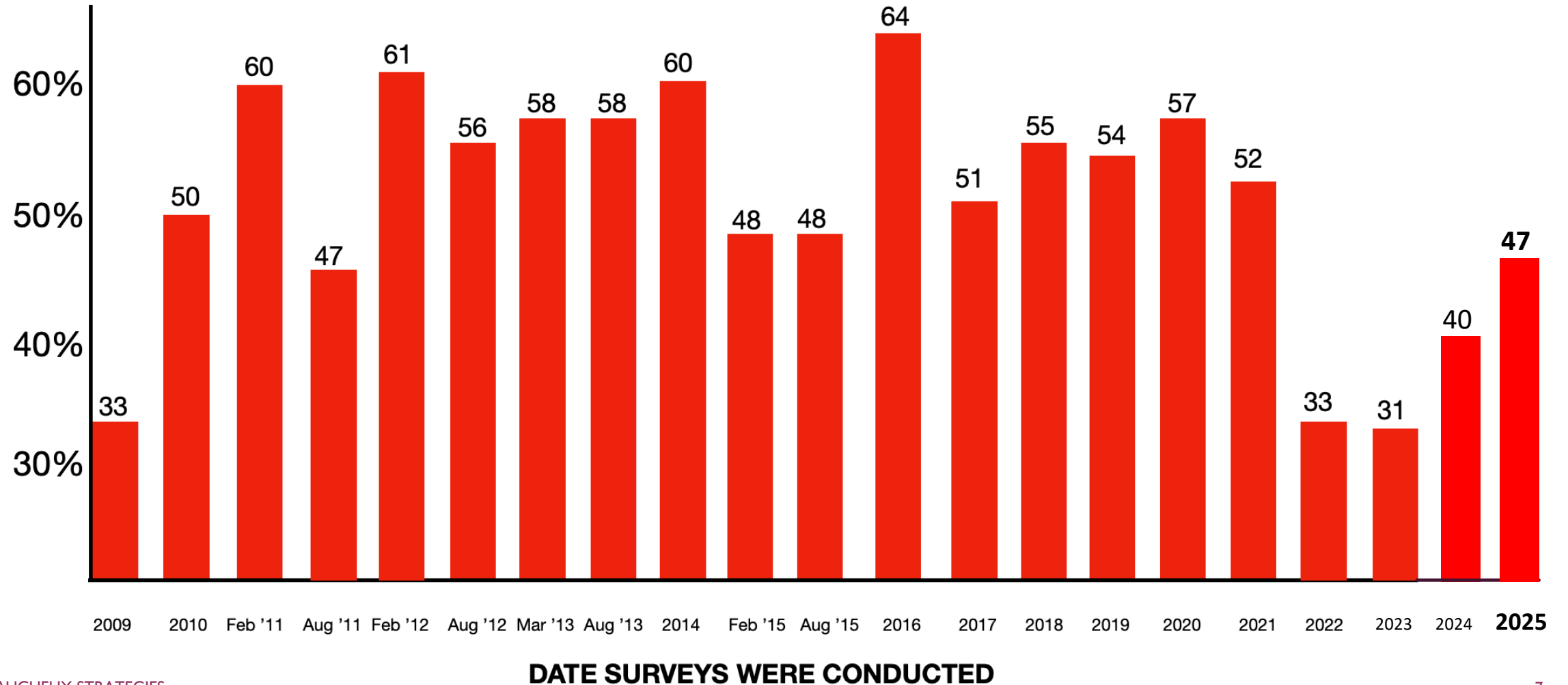
Very satisfied	9%
Somewhat satisfied	38%
<b>TOTAL SATISFIED 47%</b>	
Neither satisfied nor unsatisfied	16%
Somewhat unsatisfied	17%
Very unsatisfied	21%

- Overall satisfaction with the NOPD is now higher than it was in 2022, 2023 or 2024. It went up 7 points from last year, 40% to 47%.
- Those saying "very satisfied" more than doubled since last year, going from 4% to 9%.
- Anne Kirkpatrick took office as police chief in 2023, and that year the NOPD satisfaction rating was 31%. It's increased 16 points since then.
- There are widening differences on NOPD satisfaction by age, growing from 16 points last year to 21 points this year. Last year, the differences on race were 14 points, now it's 12 points.
- Comparing the 2025 survey to the 2024 survey, the NOPD satisfaction rating among Black residents increased 6 points, from 46% to 52%, and the satisfaction rating among White residents increased 8 points, from 32% to 40%.

NOPD's total **satisfaction rating** by demographics



## NOPD satisfaction rating trend: 2009-2025 (in percentages)



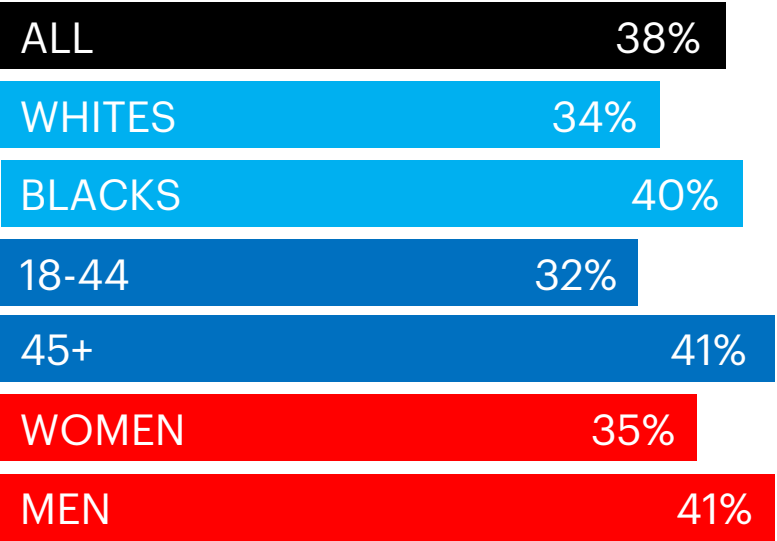
# NOPD: Job performance compared to a few years ago

Compared to a few years ago--do you think the New Orleans Police Department is now doing a better job, a worse job or about the same?

Better job	38%
Worse job	10%
About the same	50%
Don't know	2%

- City residents saying the NOPD is doing a "better job" than in prior few years has steadily increased from 9% in 2023 to 27% in 2024 to 38% this year.
- This year, "Better job" beats "worse job" by nearly a 4-to-1 margin.
- The biggest gap is age, at 9 points, up from 6 points last year.

Those saying the NOPD is doing a **better** job by demographics





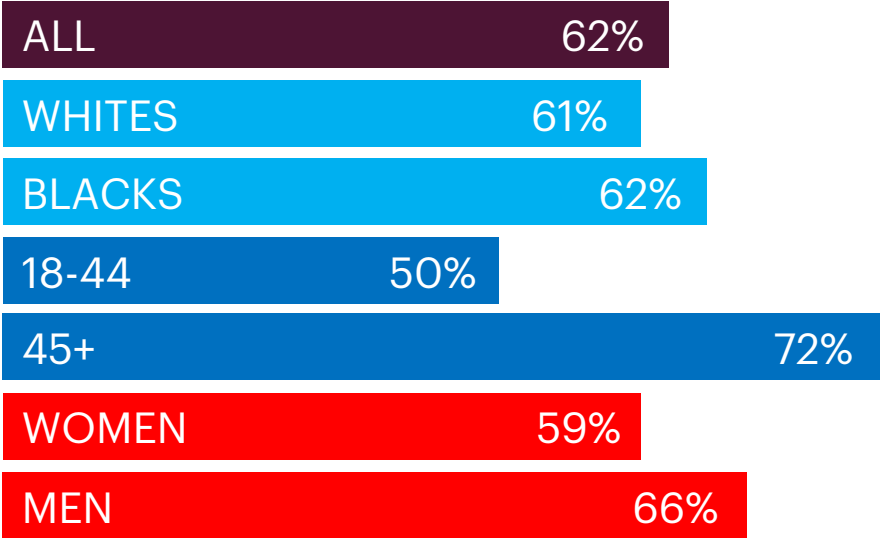
# NOPD satisfaction rating: In your neighborhood

Thinking about your own neighborhood... Would you say that you are very satisfied, somewhat satisfied, neither satisfied nor unsatisfied, somewhat unsatisfied or very unsatisfied with the New Orleans Police Department's work in your own neighborhood?

Very satisfied	24%
Somewhat satisfied	38%
<b>TOTAL SATISFIED 62%</b>	
Neither satisfied/unsatisfied	10%
Somewhat unsatisfied	11%
Very unsatisfied	14%

- Overall NOPD neighborhood satisfaction rating is up 4 points from last year (going from 58% to 62%).
- "Very satisfied" is up 6 points.
- There is a wide 22-point difference between 18-44-year-olds and those 45 and older. That's up from 17 points last year.

Those saying they're **very or somewhat satisfied** with NOPD work in their own neighborhood



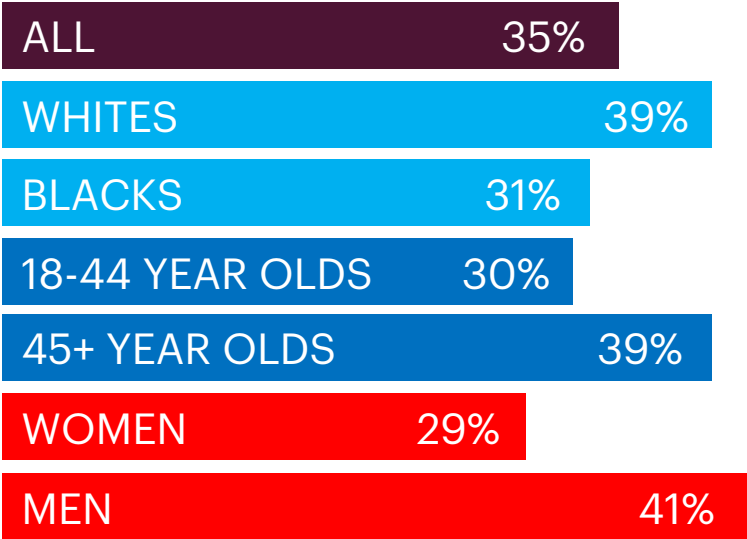
# Crime problem in New Orleans: Better or worse

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

Worse	26%
Better	35%
The same	37%
Don't know	2%

- In last year's survey, 28% of residents said the crime problem had gotten better over the prior year. In this new survey, 35% say it's gotten better, a 7-point improvement.
- A total of 72% say the crime problem has either stayed the same or has gotten better.
- News stories about a reduction of crime rates in key areas seems to have had an impact on public perceptions.
- The biggest demographic gap is between men and women, 12 points.

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



# Perception of City of New Orleans safety

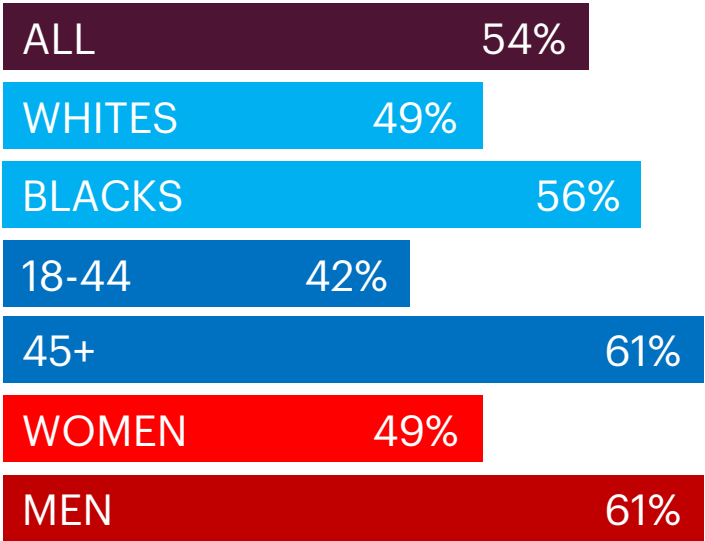
Generally speaking, how safe do you think the City of New Orleans is—very safe, fairly safe, not that safe ...or... not safe at all?

Very safe	6%
Fairly safe	48%
Not that safe	29%
Not safe at all	15%

**TOTAL SAFE 54%** →

- A majority of city residents (54%) now say the city is safe—an 11-point improvement over last year’s survey when it was 43%.
- In last year’s survey, 50% of Blacks and 32% of Whites said the city was safe—now, 56% of Blacks and 49% of Whites say the city is safe.
- Of those who now say the city is safe, the racial gap is 7 points, the age gap is 19 points and the gender gap is 12 points.

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



# Perception of own neighborhood safety

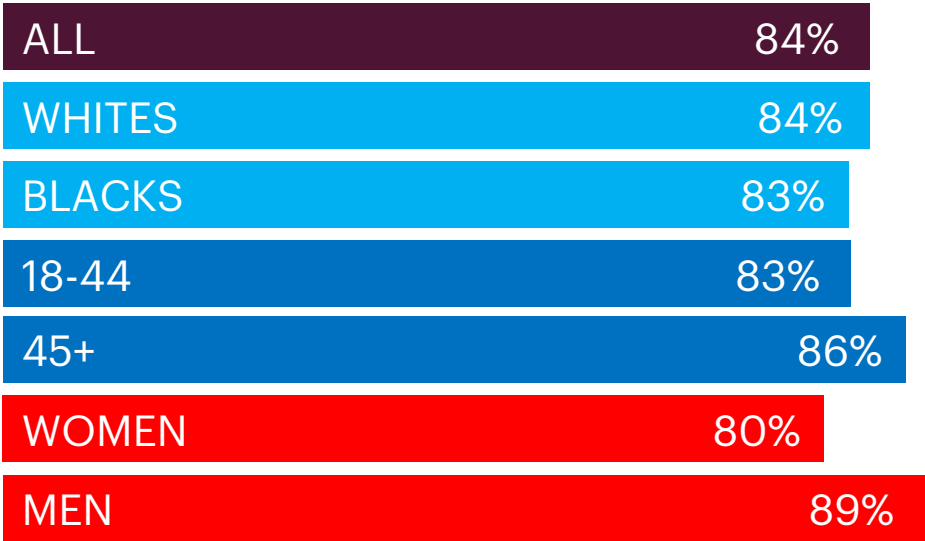
How safe do you think your own neighborhood is - very safe, fairly safe, not that safe or not safe at all?

Very safe	27%
Fairly safe	57%
Not that safe	7%
Not safe at all	9%

**TOTAL SAFE 84%**

- Perception of the safety of one's own neighborhood is the same as it was last year, 84%.
- Note that perception of one's own neighborhood is much stronger than perception of the entire city's safety (84% vs. 54%).
- There are mostly small demographic differences in the results, which was also the case last year.

Those saying their own neighborhood is either **very or fairly safe**



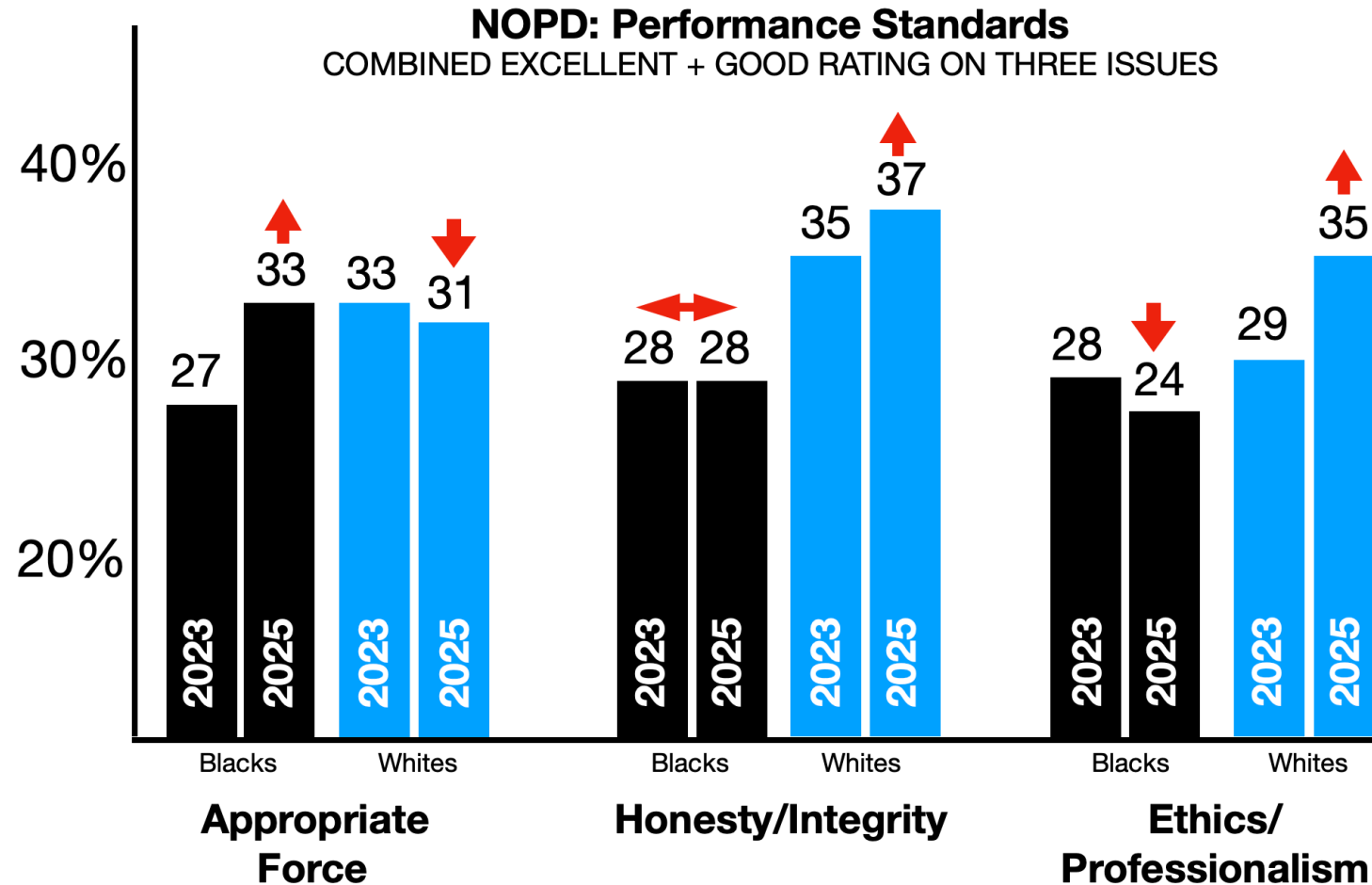
# NOPD ratings by tasks, values

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

TASKS	Excellent	Good	Only Fair	Poor	Excellent + Good change since last year
Investigating and solving murders and violent crimes	3%	20%	43%	26%	<b>+5</b>
Investigating and solving car jackings, thefts and break-ins	3%	13%	30%	50%	<b>+9</b>
Investigating and solving burglaries and property crime	2%	13%	35%	43%	<b>+6</b>
Investigating and solving major drug crimes	3%	15%	42%	28%	<b>+8</b>
Patrolling neighborhoods	3%	14%	36%	41%	<b>+3</b>
Responding quickly to emergency calls	4%	17%	29%	47%	<b>+8</b>
Working with neighborhood/community groups to reduce crime	6%	28%	31%	23%	<b>+9</b>
Recruitment of new police officers	1%	11%	30%	39%	-5
Retention of existing police officers	2%	11%	31%	34%	<b>+3</b>
PERFORMANCE VALUES	Excellent	Good	Only Fair	Poor	Excellent + Good change since last year
Doing their job with ethics and professionalism	5%	24%	38%	27%	<b>+4</b>
Doing their job with honesty and integrity	6%	30%	37%	21%	<b>+6</b>
Using appropriate force when apprehending suspects	8%	26%	34%	14%	<b>+8</b>

# NOPD performance values: Views by race, three-year trend

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



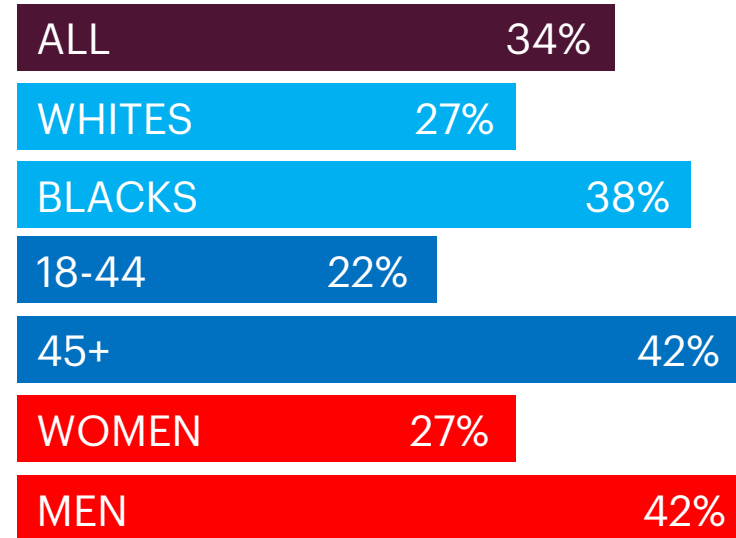
# NOPD: Competence and effectiveness

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

Improved	34%
Gotten worse	13%
About the same	51%
Don't know	2%

- Residents saying NOPD competence and effectiveness has "improved" went up 10 points since last year's survey (going from 24% to 34%).
- The gender difference on this question is 15 points (more men than women say "improved") and the generation gap is 20 points (more older people than younger people say "improved").

Those saying the NOPD's competence and effectiveness has **improved**



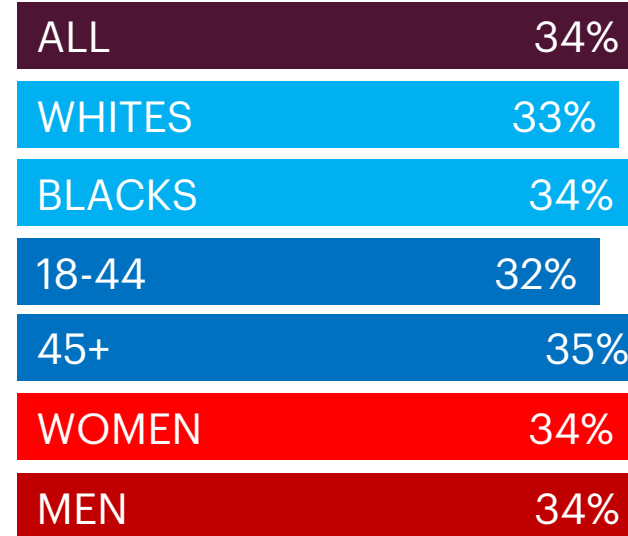
# NOPD: Internal culture

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

Improved	34%
Gotten worse	11%
About the same	45%
Don't know	14%

- Those residents saying NOPD internal culture has "improved" went up 9 points since last year's survey (from 25% to 34%).
- "Improved" topped "gotten worse" by more than a 3-to-1 margin (34-11).

Those saying the NOPD's internal culture has **improved**





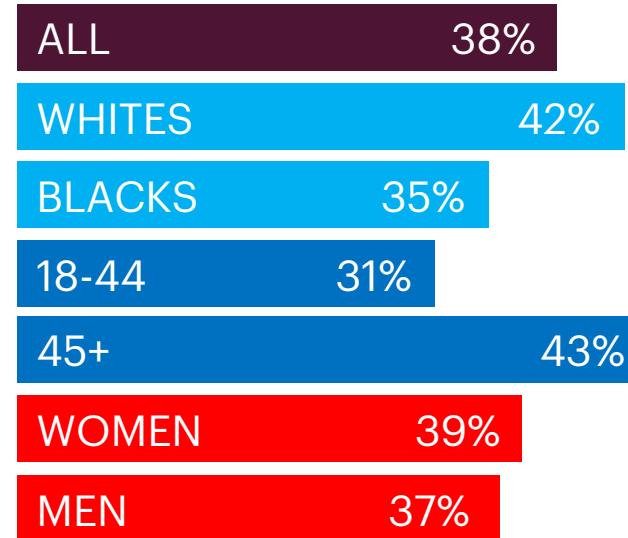
# NOPD: Police brutality and misconduct

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

Increased	10%
Decreased	38%
About the same	48%
Don't know	11%

- By nearly a 4-to-1 margin, residents say police brutality and misconduct has decreased more than increased over the past few years.
- Of those who now say brutality and misconduct has "decreased," there is a 7-point racial difference (more Whites say "decreased") and a 12-point age difference (more older people say "decreased.")

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



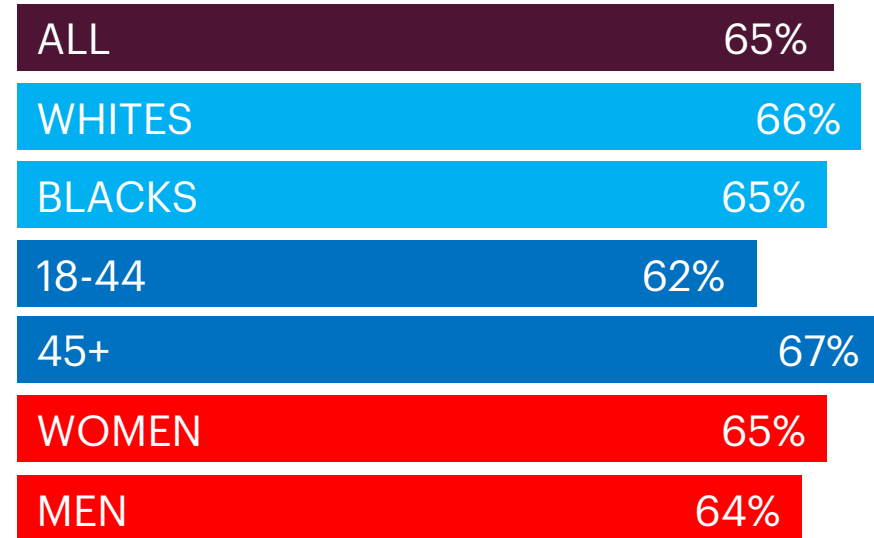
## Parish Prison Escape: Poor management or inadequate funding?

As you may know, 10 inmates recently escaped from Orleans Parish Prison. Do you think the main cause of this jail break was poor management of the prison, or do you think it was the Sheriff's office not having adequate funding?

Poor management	65%
Not having adequate funding	19%
Don't know	16%

- By a wide 46-point margin, New Orleans residents believe poor management of the prison was the cause of the recent jailbreak, as opposed to the Sheriff's office not having enough funding.
- There are relatively small demographic differences on this question's results.

Those saying **poor management** of the prison was the cause of the jailbreak



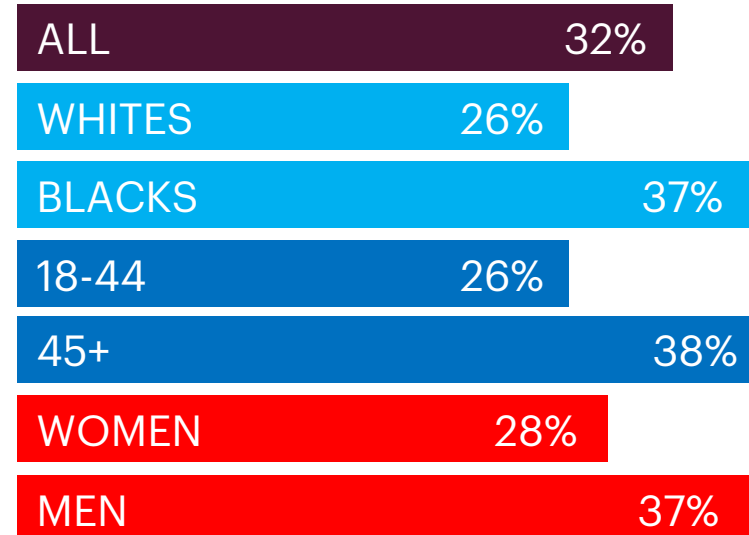
## NOPD and the prison escape

Thinking about how the New Orleans Police Department has tracked down and apprehended inmates after they escaped from Parish Prison, does the job they've done make you think better or worse, or no different, of the police department?

Better	32%
Worse	7%
No different	57%

- By 32-to-7 margin, residents said it made them think "better" of the NOPD as opposed to "worse."
- A 57% majority of city residents say the NOPD's tracking down and apprehending inmates after they escaped from Parish Prison did not make them think any differently of the department.
- More Black residents, older residents and men think "better" of the NOPD than do White, women and younger residents.

Those saying they **think better of the NOPD** for how the NOPD for how they tracked down and apprehended inmates after they escaped from Parish Prison



## NOPD: Proposals to reduce crime

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

Proposals	Strongly support	Somewhat support	<i><b>Total support</b></i>	<i><b>Change in total support from last year</b></i>
Improve the NOPD's capacity to better investigate and solve crimes	74%	19%	<b>93%</b>	+1
Increase the number of social and counseling programs as a way to reduce crime	74%	16%	<b>90%</b>	+2
Increase NOPD manpower to better patrol neighborhoods	68%	19%	<b>87%</b>	+2
Further increase police pay to recruit new officers and keep experienced ones	65%	20%	<b>85%</b>	-7
Increase police department's use of computer analytics and other technologies to solve crimes	61%	23%	<b>84%</b>	same
Increase the police department's legal use of camera technology to solve crimes	58%	21%	<b>79%</b>	+2
Allow the NOPD to track make and size of cars used by crime suspects	50%	23%	<b>73%</b>	+4
Allow the NOPD to help identify crime suspects with facial recognition technology	47%	21%	<b>68%</b>	+6

## NOPD: Proposals to reduce crime, views by race

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

Proposals	WHITES strongly + somewhat support	BLACKS strongly + somewhat support
Improve the NOPD's capacity to better investigate and solve crimes	92%	94%
Increase NOPD manpower to better patrol neighborhoods	80%	88%
Further increase police pay to recruit new officers and keep experienced ones	84%	87%
Increase the number of social and counseling programs as a way to reduce crime	84%	93%
Allow the NOPD to track the make and size of cars used by crime suspects	74%	72%
Increase the police department's use of computer analytics and other technologies to solve crimes	82%	85%
Increase the police department's legal use of camera technology to solve crimes	67%	88%
Allow the NOPD to help identify crime suspects with facial recognition technology	57%	78%

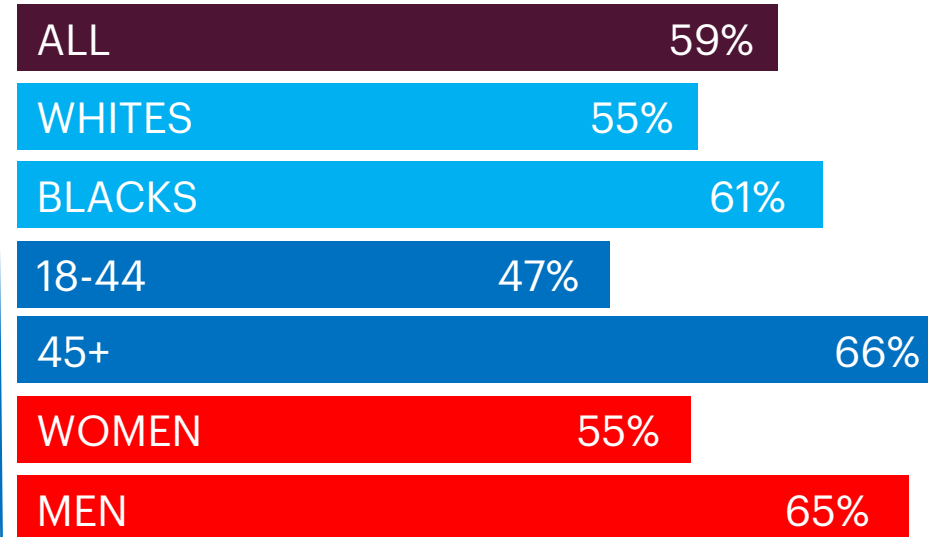
# State police handling local policing in New Orleans

As you may know, the Louisiana State Police is temporarily handling certain local policing duties in New Orleans. Do you think this approach is working well OR is NOT working well?

Working well idea      59%  
Not working well      27%  
Don't know:      14%

- A solid majority of city residents think the State Police's handling of certain local policing duties in New Orleans is "working well."
- More older than younger people (by 19 points) say it's "working well."
- More Blacks than Whites (by 6 points) and more men than women (by 10 points) say it's "working well."

Those saying the State Police temporarily handling certain local policing duties in New Orleans is **working well**



# Crime Stoppers

If you had information about a felony crime, would you definitely call, probably call, probably NOT call or definitely NOT call Crime Stoppers to anonymously share what you knew so they could pass it on to law enforcement?

Definitely call 57%  
Probably call 26%

**TOTAL WOULD CALL 83%**

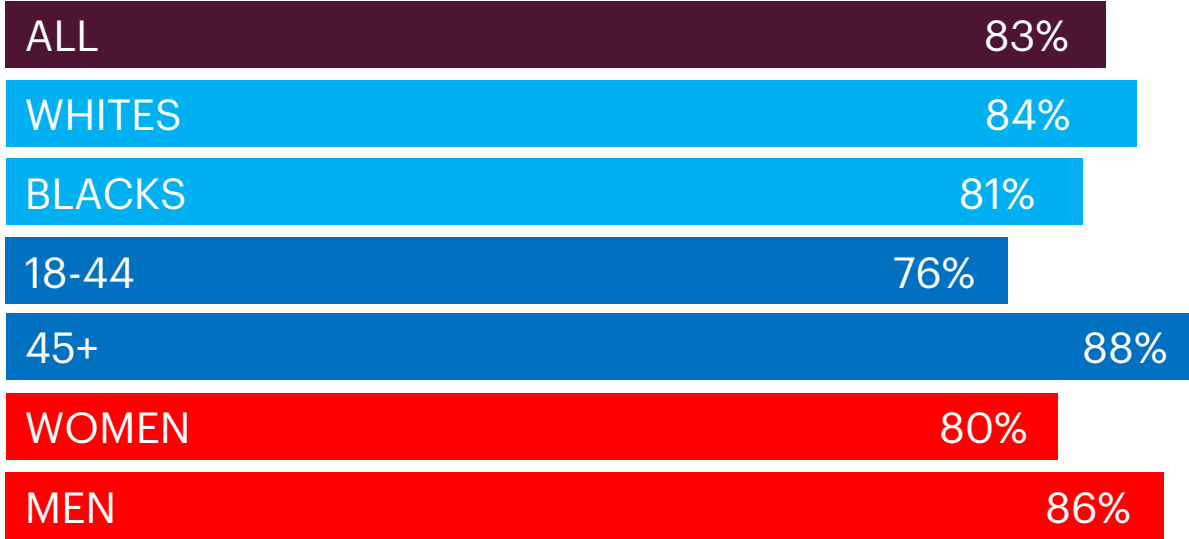
Probably not call 7%  
Definitely not call 4%

### Why do would not call Crime Stoppers?

Just don't want to get involved 52%  
Don't trust it's really anonymous 28%  
Don't know who I'm talking to 5%  
Reward money is usually too low 2%  
Don't know how to do it 4%

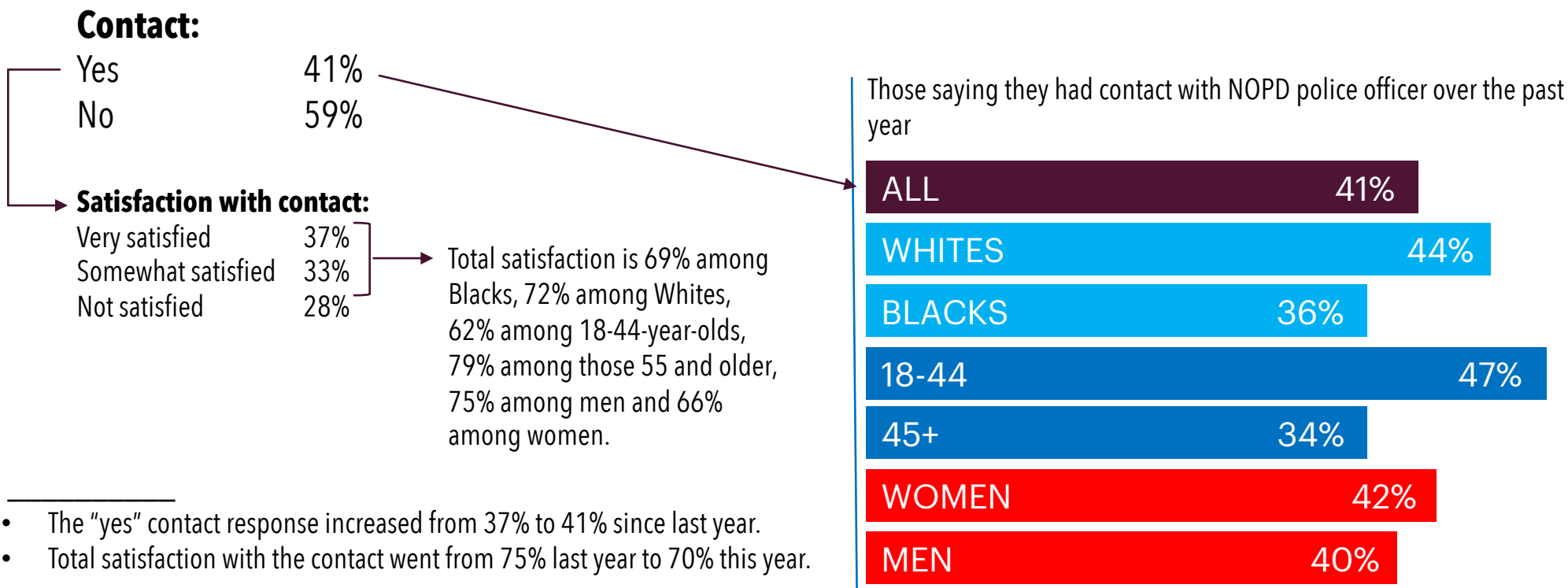
- New Orleans residents who would "definitely" or "probably" call Crime Stoppers remains very high (83%), which is the same as last year.

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



# Contact with NOPD officer

Have you had contact with a New Orleans police officer in the past year--yes or no?  
IF ANSWERED YES ABOVE, ASK FOLLOW-UP QUESTION: Overall, were you very satisfied, somewhat satisfied ...or... not satisfied with the way the police handled your situation?

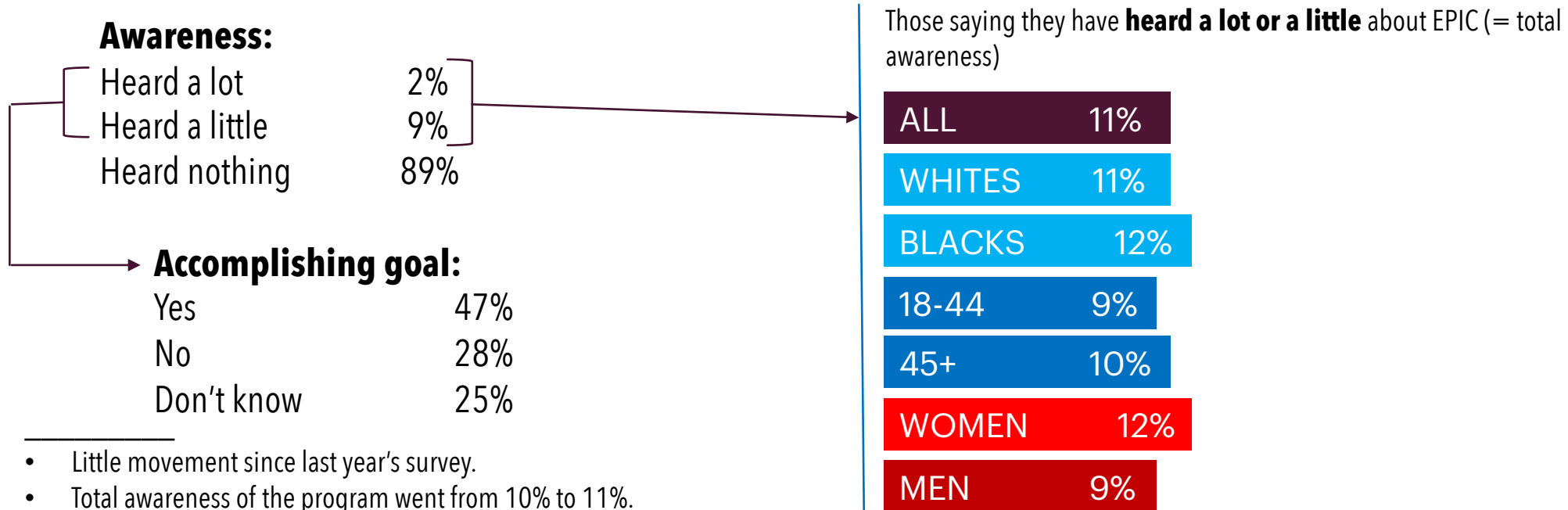




# EPIC: Awareness, accomplishing goal

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

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



- Little movement since last year's survey.
- Total awareness of the program went from 10% to 11%.
- Those saying EPIC was accomplishing its goal went from 42% to 47%. Keep in mind that the sample size on this question was very small.