

Conducted for the

New Orleans Crime Coalition

Annual NOPD Citizens
Satisfaction Survey 2026



Survey information

- Survey was conducted for the New Orleans Crime. Coalition on January 26-31, 2026 under the direction of Ronald A. Faucheux, Ph.D., CEO of Faucheux Strategies, LLC.
- 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 (84%) and landlines (16%).
- Margin of error for full sample: +/- 3.46%.
- Survey scheduling: Recent NOCC surveys have been conducted in late May and/or early June of each year. The last survey was conducted May-June 2025. This year's 2026 survey was timed to provide a baseline on the new city administration, which started January 12.
- Because of rounding, some of the data columns do not add up to 100%.
- Racial composition of sample: 56% African American, 36% White, 8% other. Sample targets and weights were based on census data.

Civic questions from this survey not included in this report will be available Feb. 5, 2026 at neworleanscrimecoalition.org

Overview of key findings

NOPD SATISFACTION: A majority of city residents (55%) are satisfied with the NOPD. That's up **8 points** since the June 2025 survey when it was 47%. Among Black residents, satisfaction is 53%, and among White residents it's 59%.

- Importantly, negative ratings have declined from 38% in the last survey to 23%—a substantial 15-point improvement. The **recent progression** has been negative ratings moving to neutral, and then neutral ratings moving to positive.
- The satisfaction rating of the NOPD among Black residents increased 1 point since the last survey, and among White residents it increased 19 points.
- Among younger residents, it increased 1 point, and among older residents it increased 13 points. Women went up 7 points and men went up 9 points.
- The gap between younger and older residents has **expanded** from 21 points in the last survey to 33 points now. The gap between Blacks and Whites has **decreased** from 12 points in the last survey to 6 points now.
- Anne Kirkpatrick took office as police chief in 2023, and that year the NOPD satisfaction rating was 31%. **It's gone up 24 points since then.**

CRIME PERCEPTIONS: Nearly two-thirds of residents (**66%**) **now say the city is safe**—a 12-point improvement over the last survey, when it was 54%.

- In the last survey, 56% of Black residents and 49% of White residents said the city was safe. Now, 64% of Blacks and 67% of Whites say the city is safe.
- While there have been substantial gains, the **need for additional improvement** is evident as regarding the intensity of perceptions—those who say the city is “very safe” remain very low when compared to those who say “fairly safe” (8% vs. 58%).
- Perception of the safety of one's own neighborhood is higher than perception of the entire city's safety (87% vs. 66%).

NOPD TASK RATINGS: Only 12% to 33% of city residents rate specific tasks performed by the NOPD as “excellent” or “good.” This is still alarmingly low and a cause for concern, although it's slightly better than in the past.

- The worst-rated tasks are retention and recruitment of police officers, with positive ratings a dismal 11% and 12%. Clearly, the reduced number of police officers remains a major concern among city residents.
- **While most residents believe the NOPD is doing well given the circumstances, they see much room for improving specific tasks; and much of that improvement will require additional manpower.**

Overview of key findings CONTINUED

STATE POLICING IN NEW ORLEANS: By more than a 2-to-1 margin, residents think the State Police temporarily handling certain local policing duties is “working well,” as opposed to “not working well” (49% to 23%). Among White residents, 55% say it’s “working well,” and among Black residents, 47% say so.

- It should be noted that the share saying it’s “working well” is down 10 points since the last survey (59% to 49%). While this was not specifically tested in this survey, it’s possible that recent controversies over federal troops and law enforcement personnel being sent into cities—and the politics of doing so—may have spilled over into state-local perceptions and raised suspicions that the issues could be related. For example, 47% of Democrats say the State Police temporarily handling certain local policing duties is “working well,” while 79% of Republicans say so.

CRIME STOPPERS: New Orleans residents who would “definitely” or “probably” call Crime Stoppers remain very high, and this has increased since the the last survey (from 83% to 87%).

- While vast majorities of residents would call Crime Stoppers, more Whites than Blacks say they would (92% vs. 82%).
- 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: 40% of residents say they had contact with an NOPD officer over the past year. That’s down 1 point since the last survey.

- The percentage of younger residents who have had contact with an officer is higher than that of older residents (a 17-point gap); perhaps this partially explains why ratings of the NOPD vary by generation.
- Of those who say they have had contact with an officer, total satisfaction with the contact was 71%.

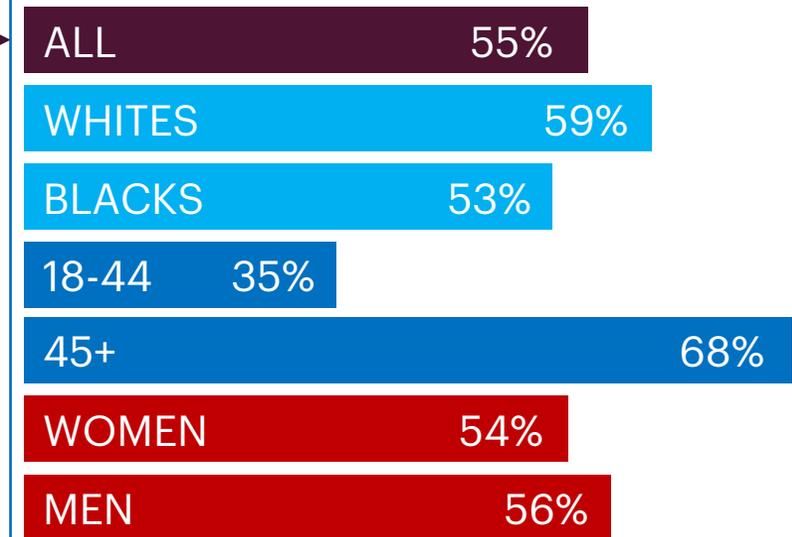
Results from additional survey questions related to broader civic issues will be released Feb. 5, 2026. These will include ranking of issue importance and public official favorability ratings.

NOPD satisfaction rating

QUESTION: 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?

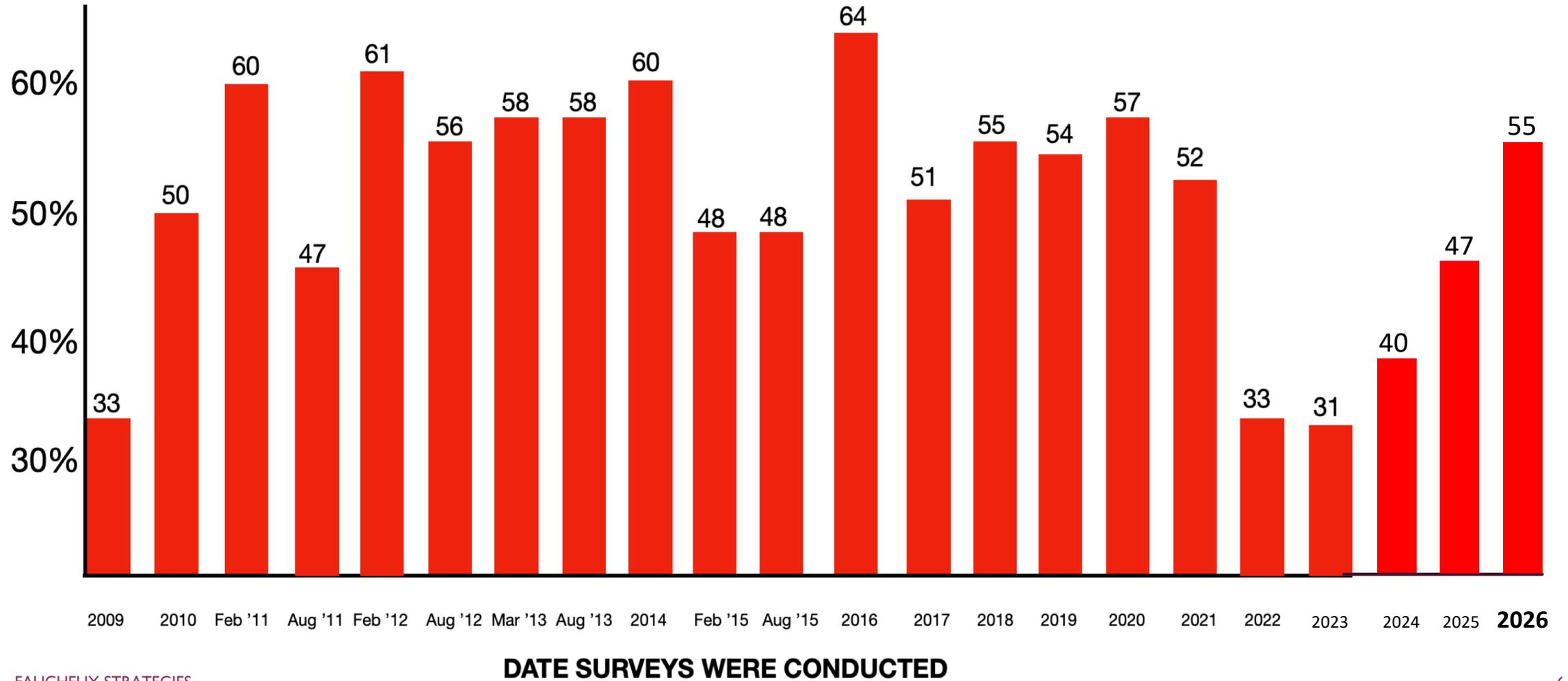
Very satisfied	14%
Somewhat satisfied	41%
TOTAL SATISFIED	55%
Neither satisfied nor unsatisfied	22%
Somewhat unsatisfied	11%
Very unsatisfied	12%

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



- A majority of city residents (55%) are satisfied with the NOPD. This has **improved 8 points** since the June 2025 survey when it was 47%. Importantly, negative ratings (somewhat unsatisfied + very unsatisfied) have declined from 38% the last survey to 23%. The recent progression has been negative ratings moving to neutral, and then neutral ratings moving to positive.
- The satisfaction rating among Black residents increased 1 point since the last survey's survey, and among White residents it has increased 19 points. Among younger residents, it increased 1 point and among older residents it increased 13 points. Women went up 7 points and men went up 9 points.
- The gap between younger and older residents has **expanded** from 21 points the last survey to 33 points now. The gap between Blacks and Whites has **decreased** from 12 points the last survey to 6 points now.
- Anne Kirkpatrick took office as police chief in 2023, and that year the NOPD satisfaction rating was 31%. It's increased 24 points since then.

NOPD satisfaction rating: 2009-2024 (in percentages)



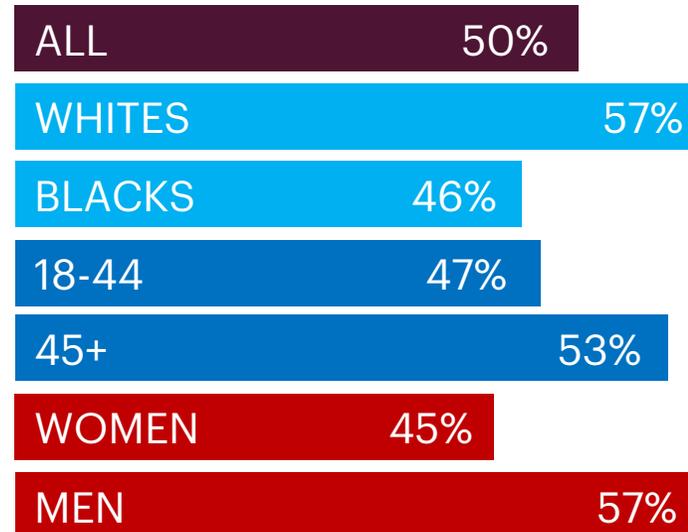
NOPD: Job performance compared to a few years ago

QUESTION: 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	50%
Worse job	5%
About the same	42%
Don't know	3%

- By a 10 to 1 margin, city residents believe the NOPD is doing a "better job" than a "worst job" than it did a few years ago.
- Those saying the NOPD is doing a "better job" increased 12 points from the last survey (38% to 50%).
- Those saying the NOPD is doing a "worse job" fell 5 points.
- Those saying "about the same" decreased 8 points.
- The percentage of Blacks saying "better job" increased 6 points and the percentage of Whites saying "better job" increased 23 points.

NOPD doing a **better job**
by demographics

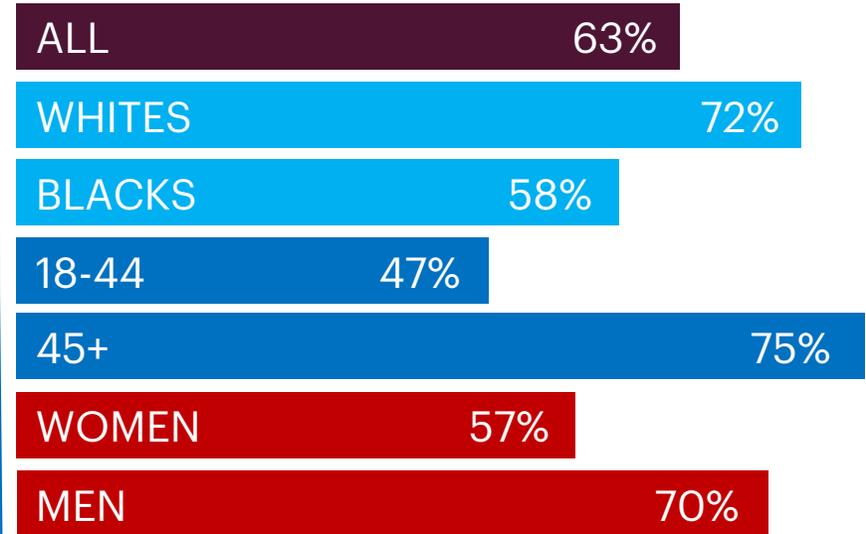


NOPD satisfaction rating: In your neighborhood

QUESTION: 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	28%
Somewhat satisfied	35%
TOTAL SATISFIED 63%	
Neither satisfied/unsatisfied	14%
Somewhat unsatisfied	11%
Very unsatisfied	10%

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



- Overall NOPD neighborhood satisfaction rating is up 1 point from the last survey (going from 62% to 63%).
- Total satisfaction is highest among residents 45 and older (75%) and lowest among residents 18-44 (47%), for a 28-point difference. That gap is up from 22 points in the last survey.

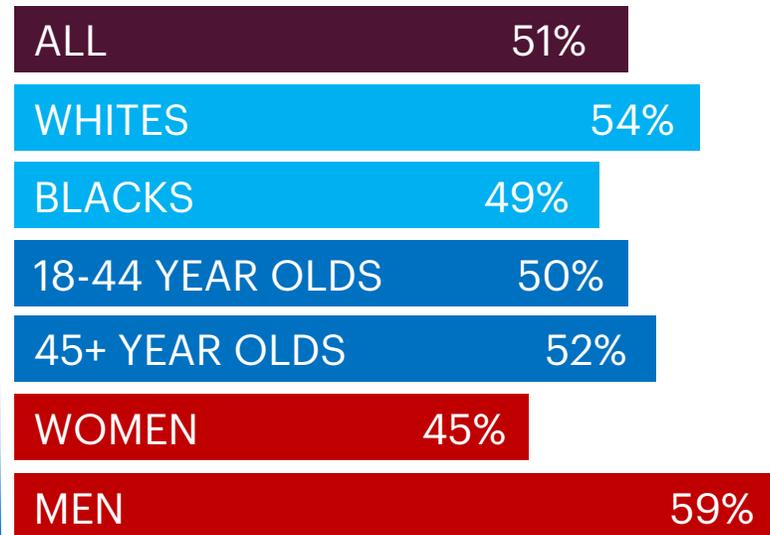
Crime problem in New Orleans: Better or worse

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

Worse	13%
Better	51%
The same	34%
Don't know	2%

- Since the last survey, residents saying the crime problem has gotten "better" increased by 16 points.
- Residents saying the crime problem has gotten "worse" has been cut in half since the last survey, going from 26% to 13%.
- The percentage of Blacks saying "better" increased 18 points and the percentage of Whites saying "better" increased 15 points.
- News stories about falling crime rates seem to have had an impact on public perceptions.
- From a different perspective, while 51% say the crime problem has gotten better, 47% still say it's either the same or has gotten worse.

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



Perception of City of New Orleans safety

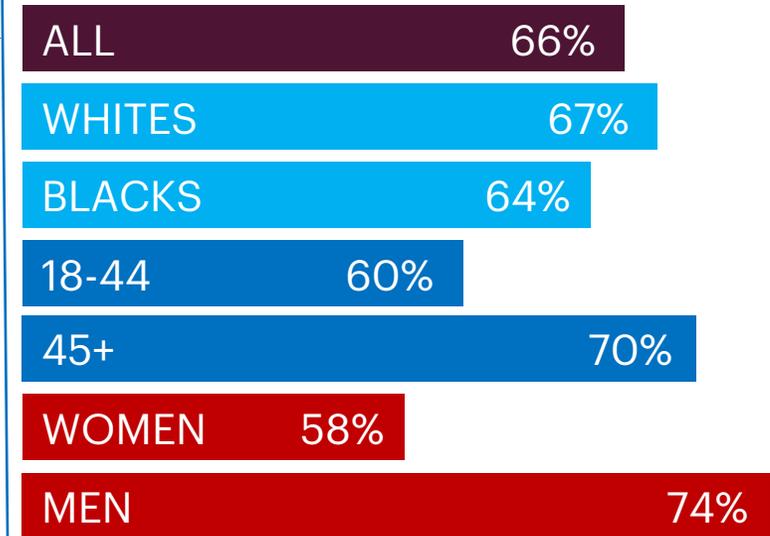
QUESTION: Generally speaking, how safe do you think the City of New Orleans is--very safe, fairly safe, not that safe ...or... not safe at all?

Very safe	8%
Fairly safe	58%
Not that safe.	25%
Not safe at all	7%

TOTAL SAFE 66%



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



- Nearly two-thirds of residents (66%) now say the city is safe--a 12-point improvement over the last survey when it was 54%.
- In the last survey, 6% said the city was "very safe" and 48% said it was "fairly safe" for a total of 54%.
- While there have been substantial gains, the **need for additional improvement** is evident among intensity of opinion--those who say the city is "very safe" versus those who say "fairly safe" (8% vs. 58%).
- In the last survey, 56% of Blacks and 49% of Whites said the city was safe--now, 64% of Blacks and 67% of Whites say the city is safe.
- Of those who now say the city is safe, the racial gap is only 3 points, less than in previous surveys.

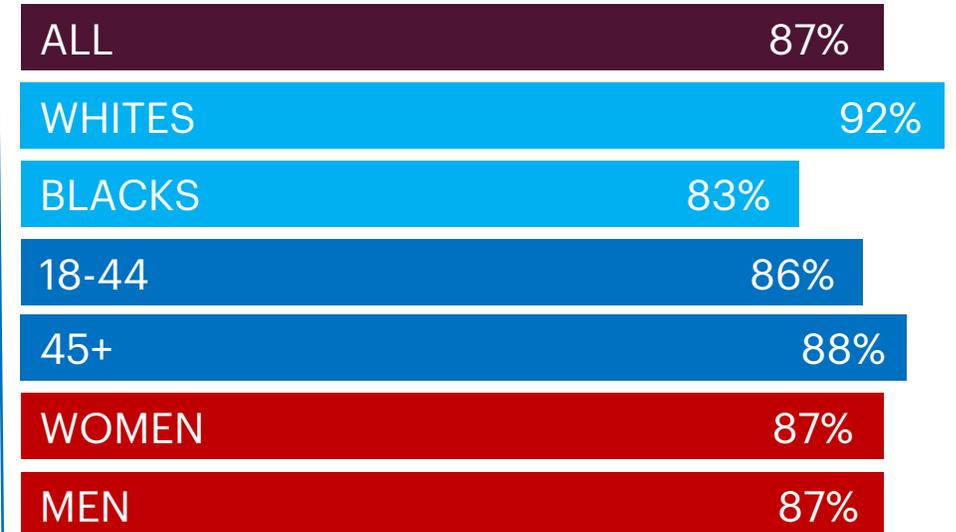
Perception of own neighborhood safety

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

Very safe	34%
Fairly safe	53%
Not that safe	6%
Not safe at all	7%

TOTAL SAFE 87%

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



- Perception of the safety of one's own neighborhood is much higher than perception of the entire city's safety (87% vs. 66%).
- Those saying "very safe" went up 7 points from the last survey and those saying "fairly safe" went down 4 points.
- Other than race, where the gap is 9 points, there are only small demographic differences in the results.

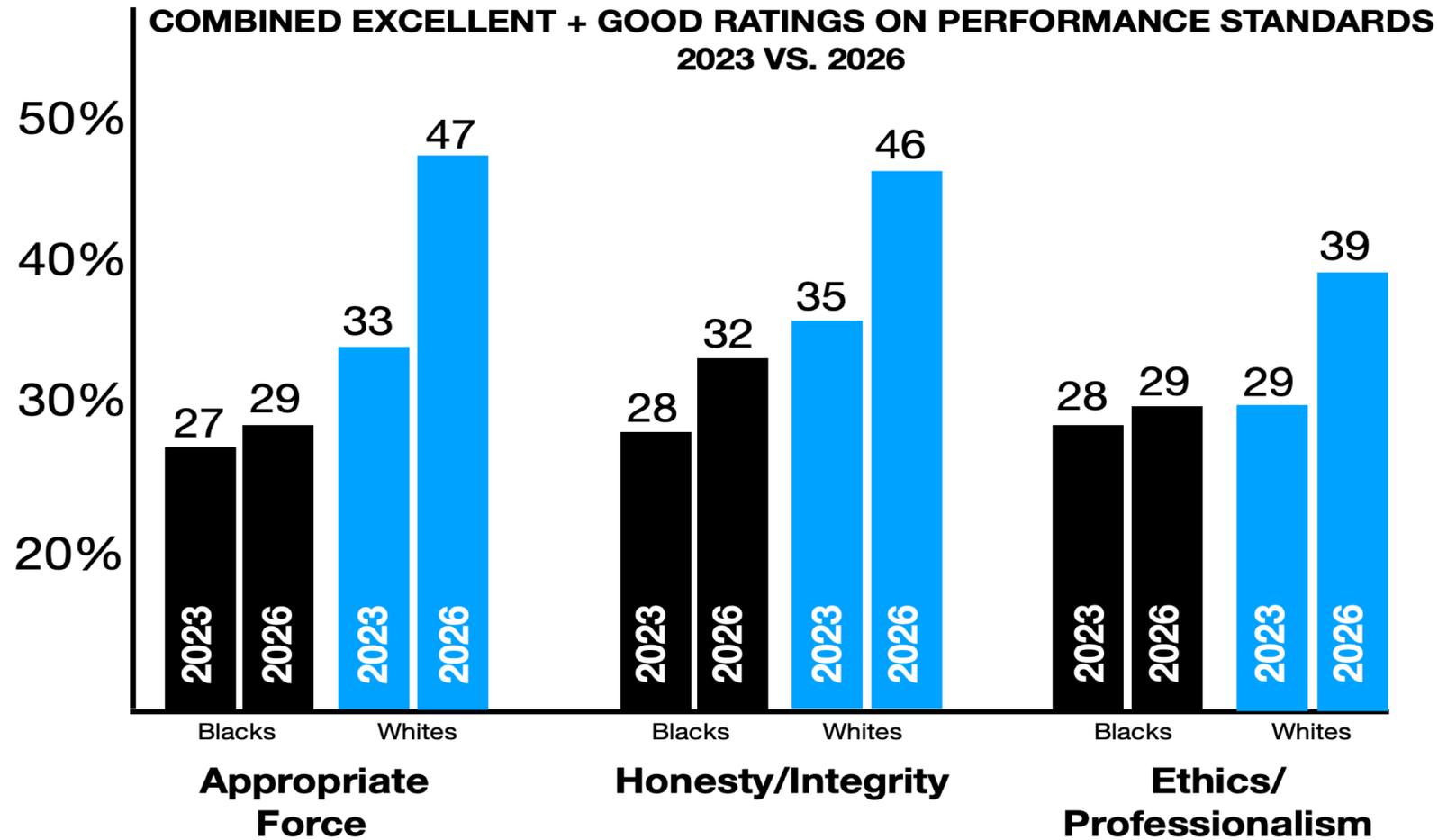
NOPD ratings by tasks, values

QUESTION: 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 survey
Investigating and solving murders and violent crimes	5%	21%	39%	27%	+3
Investigating and solving car jackings, thefts and break-ins	3%	14%	31%	56%	+1
Investigating and solving burglaries and property crime	3%	11%	35%	41%	-1
Investigating and solving major drug crimes	3%	21%	38%	23%	+6
Patrolling neighborhoods	2%	16%	37%	40%	+1
Responding quickly to emergency calls	4%	15%	32%	42%	-2
Working with neighborhood/community groups to reduce crime	6%	27%	35%	22%	-1
Recruitment of new police officers	2%	11%	33%	31%	+1
Retention of existing police officers	1%	11%	39%	31%	-1
PERFORMANCE VALUES	Excellent	Good	Only Fair	Poor	Excellent + Good change since last survey
Doing their job with ethics and professionalism	6%	28%	40%	22%	+5
Doing their job with honesty and integrity	6%	32%	30%	22%	+2
Using appropriate force when apprehending suspects	8%	28%	34%	19%	+2

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...?

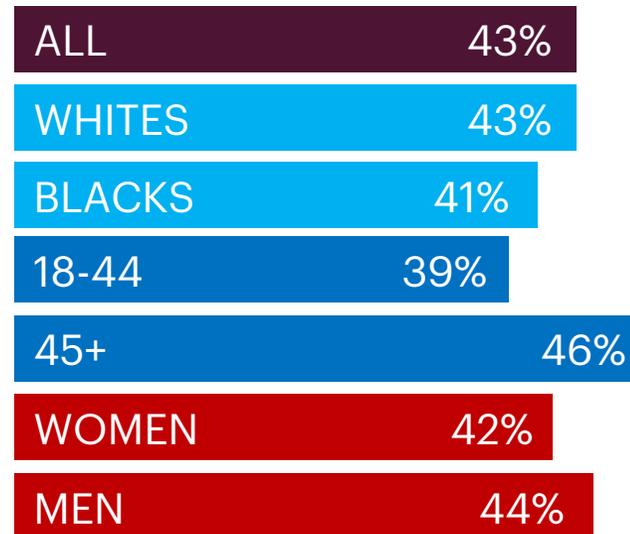


NOPD: Competence and effectiveness

QUESTION: 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	43%
Gotten worse	11%
About the same	43%
Don't know	3%

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



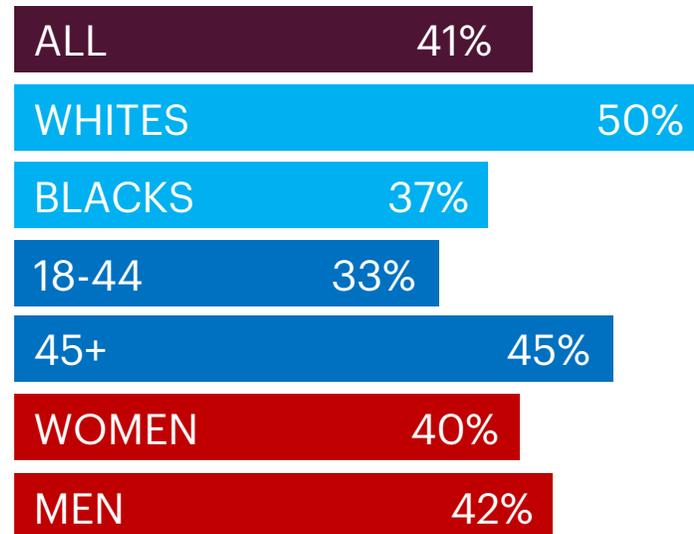
- Those residents saying NOPD competence and effectiveness has "improved" went up 9 points since the last survey (going from 34% to 43%).
- Those saying it's "gotten worse" dropped 2 points since the last survey (going from 13% to 11%).
- Except for age (at 7 points), demographic differences are small.

NOPD: Internal culture

QUESTION: 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	41%
Gotten worse	10%
About the same	41%
Don't know	8%

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



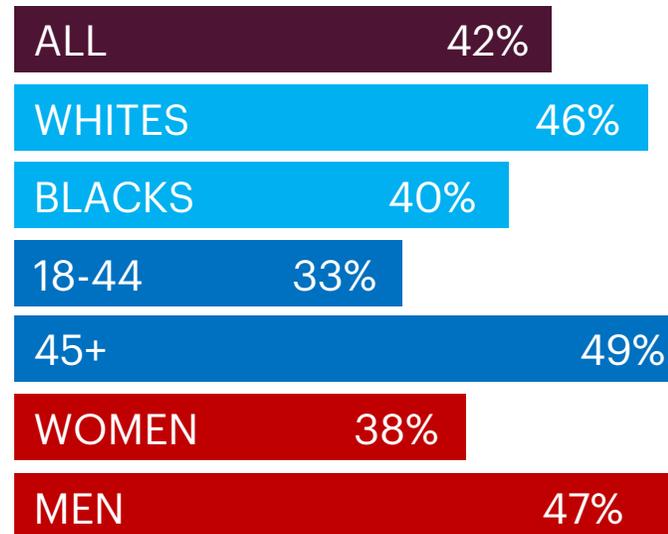
- Those residents saying NOPD internal culture has "improved" went up 7 points since the last survey (from 34% to 41%).
- Those saying it's "gotten worse" dropped 1 point since the last survey (from 11% to 10%).
- The age gap is 12 points and the racial gap is 13 points.

NOPD: Police brutality and misconduct

QUESTION: 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	42%
About the same	41%
Don't know	7%

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



- Since the last survey, those saying "increased" stayed the same and those saying "decreased" went from 38% to 42%.
- 5% of Whites and 13% of Blacks now say brutality and misconduct has increased over the past few years.
- Of those who say brutality and misconduct has "decreased" there is a 16-point age difference (more older residents say "decreased") and a 9-point gender difference (more men say "decreased.")

NOPD: Proposals to reduce crime

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

Proposals	Strongly support	Somewhat support	Total support	Change in total support from the last survey
Improve the NOPD's capacity to better investigate and solve crimes	71%	23%	94%	+1
Increase NOPD manpower to better patrol neighborhoods	63%	23%	88%	+1
Further increase police pay to recruit new officers and keep experienced ones	66%	23%	89%	+4
Increase the number of social and counseling programs as a way to reduce crime	73%	14%	87%	-3
Allow the NOPD to track the color, make and size of cars used by crime suspects	50%	21%	71%	-2
Increase police department's use of computer analytics and other technologies to solve crimes	66%	22%	88%	+4
Increase the police department's legal use of camera technology to solve crimes	50%	29%	79%	same
Allow the NOPD to help identify crime suspects with facial recognition technology	52%	15%	67%	-1

NOPD: Proposals to reduce crime, views by race

QUESTION: 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	Difference
Improve the NOPD's capacity to better investigate and solve crimes	97%	92%	5
Increase NOPD manpower to better patrol neighborhoods	88%	88%	same
Further increase police pay to recruit new officers and keep experienced ones	95%	85%	10
Increase the number of social and counseling programs as a way to reduce crime	86%	88%	2
Allow the NOPD to track the color, make and size of cars used by crime suspects	72%	69%	3
Increase the police department's use of computer analytics and other technologies to solve crimes	89%	87%	2
Increase the police department's legal use of camera technology to solve crimes	81%	77%	4
Allow the NOPD to help identify crime suspects with facial recognition technology	60%	72%	12

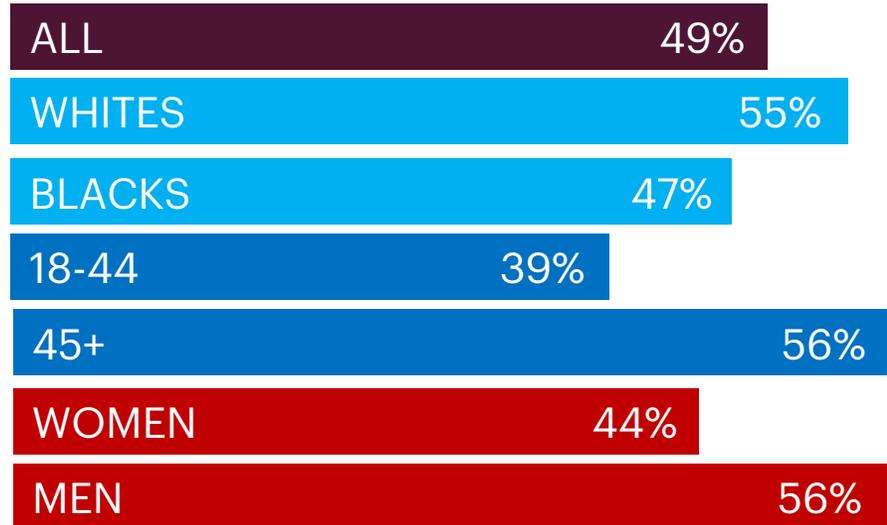
State police handling local policing in New Orleans

Question: As you may know, the Louisiana State Police is temporarily handling certain local policing duties in New Orleans--it's called Troop NOLA. Do you think this approach is working well OR is NOT working well?

Working well	49%
Not working well	23%
Don't know:	28%

- By more than a 2-to-1 margin, residents think the State Police temporarily handling certain local policing duties is "working well," as opposed to "not working well" (49% to 23%). Among White residents, 55% say it's "working well," and among Black residents, 47% say so.
- It should be noted that the share saying it's "working well" is down 10 points since the last survey (from 59% to 49%). While this was not specifically tested in this survey, it's possible recent controversies over federal troops and law enforcement personnel being sent into cities--and the politics of doing so--may have spilled over into state-local perceptions and raised suspicions that the issues could be related. For example, 47% of Democrats say the State Police temporarily handling certain local policing duties is "working well," while 79% of Republicans say so.

Those saying it's "**working well**" for the State Police to temporarily handle certain local policing duties in New Orleans



NOPD: Crime Stoppers

QUESTION: 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 63%
Probably call 24%

Probably not call 5%
Definitely not call 6%

TOTAL WOULD CALL 87%

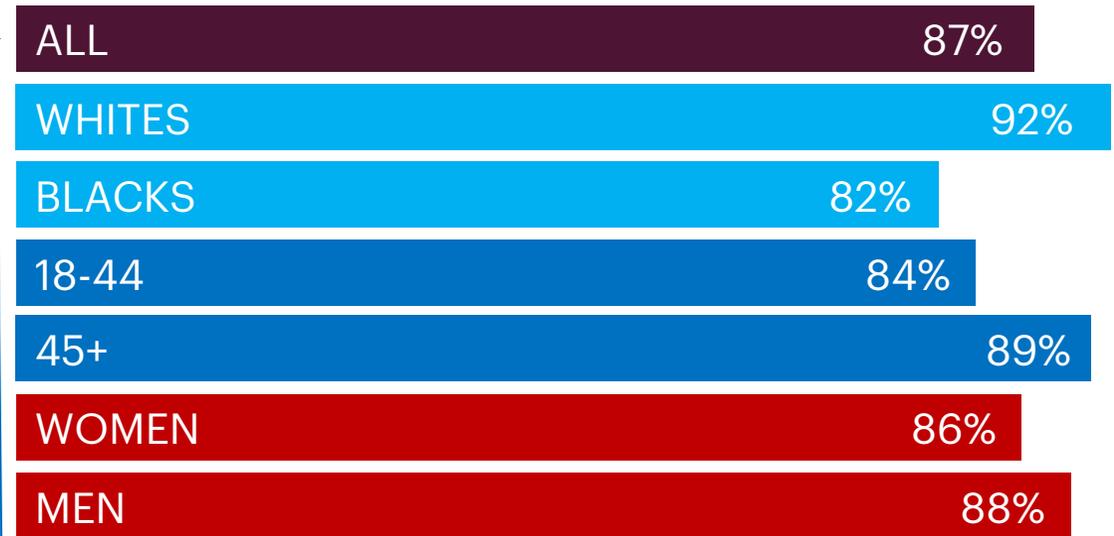


Why would not call Crime Stoppers?

Just don't want to get involved	57%
Don't trust it's really anonymous	14%
Don't know how to do it	8%
Don't know who I'm talking to	7%
Reward money is usually too low	7%

- New Orleans residents who would "definitely" or "probably" call Crime Stoppers increased from 83% in the last survey to 87% this year.
- "Just don't want to get involved" remains the top reason why residents would not call Crime Stoppers.

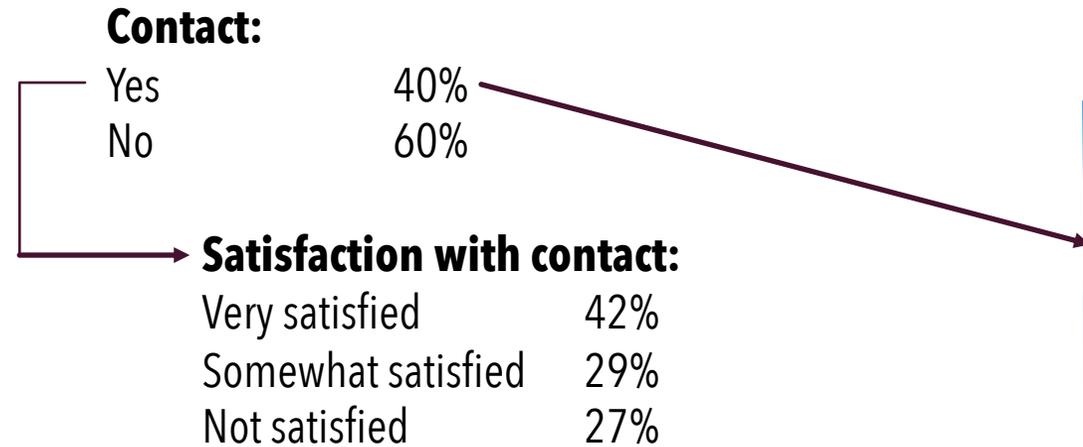
Those saying they would definitely or probably call Crime Stoppers (= total % would call)



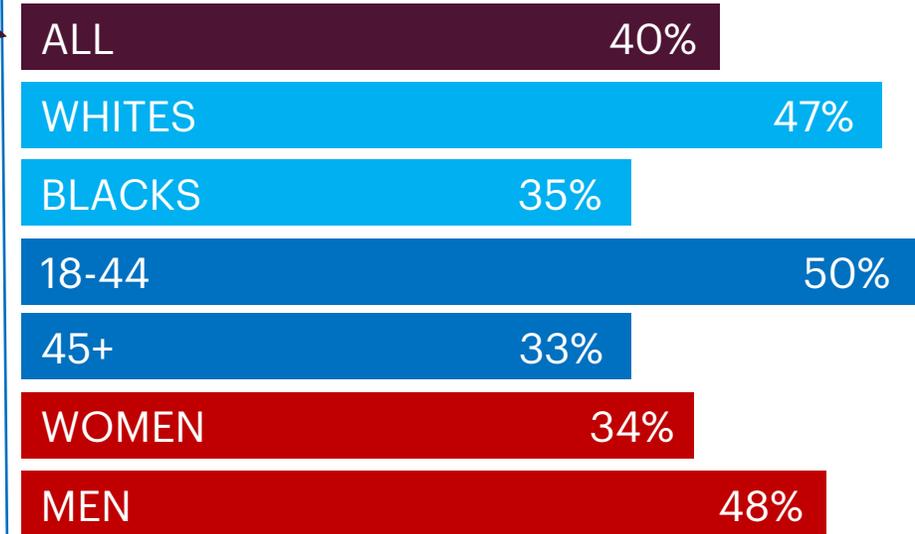
Contact with NOPD officer

QUESTION: 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?



Those saying they had contact with NOPD police officer over the past year



- The "yes" contact response is nearly unchanged from the last survey, going down slightly from 41% to 40%.
- Total satisfaction went from 70% in the last survey to 71%; "very satisfied" in this survey; also "very satisfied" went up 5 points (from 37% to 42%).
- Note that the percentage of younger people who have had contact with an officer is much higher than older people (a 17-point gap); perhaps this partially explains why generational numbers vary in many questions.

EPIC: Awareness, accomplishing goal

QUESTION: 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?

