

Community Engagement

Within 240 days of the Effective Date, NOPD agrees to develop measurements to assess the effectiveness of its community partnerships and problem-solving strategies, including the effectiveness of the Community Coordinating Sergeant program. 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]

The purpose of this report is to assess the effectiveness of NOPD's community partnership and problem-solving strategies in accordance with Consent Decree paragraph 228.

Key Definitions

Community Coordinating Sergeant (CoCo) – The Community Affairs Coordinator is a sergeant in the district who is the designated community-oriented liaison responsible for: disseminating and receiving crime-related information, strategies, response, and intentions to individuals and organizations; facilitating intra-governmental operations on the district level; assisting in the formation of business associations, neighborhood associations, and other coalitions as well as attending their meetings and other events. In addition, the CoCo should be a reliable point of contact whom citizens can rely upon within each district.

New Orleans Neighborhood Police Anti-Crime Council (NONPACC) – The New Orleans Neighborhood Police Anti-Crime Council meetings occur monthly and are attended by the District Commander and other district personnel. These meetings provide representatives of community groups with an opportunity to voice their concerns directly to the District Commander.

Quality of Life (QOL) – A Quality of Life Officer handles citizen complaints centered on quality of life issues such as: illegal parking, occupational licenses, permits, and special events. The QOL officer attends community meetings and works as a liaison with community groups and organizations.

School Resource Officer (SRO) – A school resource officer is a designated officer within a District who provides specific support to schools and is a part of the District Neighborhood Policing Team. The SRO helps school officials cope with school violence, and assists in creating a safe and conducive learning environment in public schools. The SRO is not a school disciplinarian. The SRO is a law enforcement officer, educator, and counselor.

Findings

CoCos, QOLs, and SROs

For 2015, each district was staffed with a Community Coordinating Sergeant, a Quality of Life Officer, and a School Resource Officer¹ to properly serve the needs of each community and comply with the requirements of Consent Decree paragraph 224:

NOPD agrees to deploy an adequate number and distribution of officers to ensure that all neighborhoods have a regularly assigned officer who is familiar with the geographic area, its issues, problems, and community leaders; engages in problem identification and solving activities with the community members around the community's priorities; works proactively with other city departments to address quality of life issues; and is not assigned to answer calls to service absent exigent circumstances.

In 2015, NOPD's tracking of community engagement included tallying the number of community partnerships, the number of community meetings attended, and the number of attendees at those meetings in each District.

Tracking of community engagement also included tallying the number of Quality of Life complaints and services to the community.

Tracking of community engagement also included the tallying of the number of hours SROs spent at area schools.

Table 1 quantifies the Department's attendance at community meetings in 2015.

Table 1. Community meetings by District, 2015

District	Community Meetings Attended	Number of Attendees
1	71	1,943
2	80	1,093
3	95	3,773
4	82	2,188
5	164	3,230
6	46	561
7	26	1,014
8	62	1,423
Total	626	15,225

¹ The 8th District does not have an SRO due to its limited geography and low number of schools.

The Districts also tracked how many Quality of Life complaints the Department received in 2015. Quality of Life Complaints are tracked by the type of complaints that are received. Complaint Type 311 refers to NOLA 311. NOLA 311 is a communication service that provides routing of nonemergency quality of life issues to the appropriate city agency. When Quality of Life officers receive complaints that fall outside of the purview of NOPD duties, the officers will either contact NOLA 311 on behalf of the citizen, or refer the citizen to 311 for help. In addition, Quality of Life Services are tracked by the type of services rendered to address any Quality of Life Complaints. In 2015, the Department's Quality of Life officers received 5,682 Quality of Life Complaints, and helped fashion 5,429 Quality of Life Responses, as noted in tables 2 and 3 below.

Table 2. Quality of Life Complaints by Type Table 3. Quality of Life Responses by Type²

<u>Complaint Type</u>	<u>No. of Complaints</u>	<u>Response Type</u>	<u>No. of Response</u>
NOLA 311	883	Arrests	106
Vehicle	1,881	Summons Issued	497
Trash	894	Oversized Vehicles Ticketed	30
Noise	730	Businesses Visited	3,727
Animal	467	Parking Tickets	18
Blighted Property	499	Vehicles Ticketed/Stickered	973
Alcohol Beverage Outlets	329	Vehicles Towed	78
Total Complaints	5,683	Total Responses	5,429

The Districts create partnerships with area schools through the School Resource Officer (SRO) program. The program allows schools to utilize police services and to have officers serve as resources to teachers and staff. The officers are asked by the schools to participate in problem-solving forums, as well as assist the school faculty with related issues. SRO visits are depicted in Table 4, below.

Table 4. School Resource Officer Visits

<u>School Resource Officer Visits</u>	<u>No. of Visits</u>
School Visits	2,342
Total Hours Spent	5,639

² Businesses Visited and Blighted Property reflects the number of times a business was visited; therefore, multiple visits to one business may be captured.

Crime Prevention Unit

The Crime Prevention Unit (CPU) formulates and implements programs targeting crime at the District and neighborhood levels. Moreover, the Crime Prevention Unit assists in organizing neighborhood watches in residential and business areas; it also meets regularly with area community organizations.

In 2015, the Crime Prevention Unit conducted 970 business checks and visits to proactively reduce crime by increasing police presence. In addition, the CPU attended 576 community events and 67 safety presentations at community meetings and neighborhood watches.

The Public Safety Calendar that lists COMSTAT (weekly crime meetings at NOPD) and NONPACC meetings can be found at <http://www.nola.gov/calendar/>.

Hotline Complaints

The Department also engages with the community through its hotline. The hotline is an avenue for the community to provide anonymous information concerning criminal activity. The Department receives this information at the district level through Crimestoppers Greater New Orleans.

As the table below shows, the Department received 1,104 hotline complaints, or “tips,” in 2015, and it closed 687, more than 62% of them, by the final week of 2015.

Table 5. Hotline Complaints by District and Status, 2015

<u>District</u>	<u>Received</u>	<u>Open</u>	<u>Closed</u>
1	108	33	5
2	66	9	53
3	123	5	123
4	124	30	94
5	158	24	134
6	93	29	61
7	270	168	102
8	162	47	115
Total	1104	345	687

Source: Department District COMSTAT books, 2015

NONPACC Meetings

Each district is assisted by a New Orleans Neighborhood Police Anti-Crime Council (NONPACC). The NONPACC meets monthly, facilitating conversation and a forum for residents to voice their concerns directly to the District Commander and other key NOPD personnel. In particular, the District Commander presents key activities and information related to crime prevention and community policing in order to receive feedback and additional information from the community.

PCAB Meetings

Each district is assisted by a Police Community Advisory Board (PCAB). The PCAB consists of seven members and are citizen volunteers from their respective police districts. PCAB members serve a two-year term and meet quarterly to address crime and quality of life issues.

Superintendent Outreach

The Superintendent of Police frequently attends public meetings, forums, and events in the community to strengthen the relationships between the Department and the community. These meetings have continued since Chief Michael Harrison was named Superintendent and have ranged from community-wide forums held in each District, to meetings with civic and business leaders.

Crime prevention activities

The NOPD uses data to determine resource allocation and evaluate performance through the weekly COMSTAT process. COMSTAT meetings are open to the public, allowing the community to have access to information regarding crime prevention. Part of that process is the creation and analysis of Data-Driven Approaches to Crime and Traffic Safety (DDACTS). DDACTS are a data-driven strategy to help the NOPD operate with a higher degree of efficiency. “DDACTS relies on seven guiding principles for its implementation: data collection, data analysis, community partnerships, strategic operations, information sharing and outreach, program monitoring, and measuring outcomes.”³

Community Engagement Highlights

Community engagement efforts can be better understood by highlighting anecdotes in each district to “detail specific problems addressed and steps taken by NOPD and the community toward their resolution” [Consent Decree ¶228]. The following paragraphs describe community engagement highlights by district to detail exactly how CoCo Sergeants, QOLs and SROs engaged the community and addressed specific problems.

First District Community Engagement Highlights

The QOLs and CoCo Sergeants took progressive action to remedy illegal activities occurring in blighted properties in the Treme area. Specifically, the Historic Faubourg Treme Association requested additional officer attention to drug activity at a blighted property in the area. The CoCoS and QOLs communicated to the First District officers that additional patrols were needed around the property. Consequently, First District patrols not only frequented the area, but coordinated with the Narcotics Unit to focus on the area. Members of the Historic Faubourg Treme Association noticed a decrease in drug activity and an increase in arrests.

Second District Community Engagement Highlights

³ Burch, J. H. & Geraci, M.N. (2009). Data-driven approaches to crime and traffic safety. The Policy Chief, July 2009. Retrieved January 7, 2015 from http://www.policechiefmagazine.org/magazine/index.cfm?fuseaction=display_arch&article_id=1839&issue_id=72009

Officers partnered with Councilmember Susan Guidry and representatives from Tulane University to enforce trash abatement on the Broadway Corridor.

Proper tire disposal was also a concern after the Department received multiple complaints involving illegal disposal. Officers initiated contact with the Department of Environmental Quality's Criminal Investigation Division to report illegal disposal of tires in the area. Consequently, the officers reported that there was a reduction in improper disposals from area tire shops.

Third District Community Engagement Highlights

Officers participated in a crime prevention and awareness meeting at Parasite Skate Park to provide safety presentations to skaters after increased thefts at the park.

Officers reached out to Bike Easy to form a partnership in order to make the bicycle registration process easier for citizens. Bike Easy is an organization dedicated to make bicycling safe for the residents of New Orleans. Recently, responsibility for bike registration was delegated to the CoCo Sergeants and QOLs in the districts. The registration process previously required multiple levels of verification to register a bicycle, which likely couldn't be completed in one day. The partnership streamlined the registration process through the utilization of pro bono attorneys to notarize registration materials at the registration event. Also, instead of charging a registration fee, the Fraternal Order of Police paid for the registration. In the past, the officers noticed that the cash-only registration fee prohibited bicyclists from completing the registration process.

Fourth District Community Engagement Highlights

The SROs hosted "empowerment talks" with students selected by the school counselors and social workers. Each week, the officers invited speakers to talk about public safety issues affecting students in the community.

The officers also participated in the Mother to Mother Walk. The Walk is designed help make the community aware of how many mothers have lost a child to violence in the community.

Fifth District Community Engagement Highlights

The officers participated in a "Stop the Violence" event in response to a shooting in Bunny Friend Park. The event included a walk, live entertainment, a book giveaway, and prayer services. The walk went from Bunny Friend Park to Superintendent Michael Harrison's home.

Officers also attended a meeting hosted by the Holy Cross Neighborhood Association and the Independent Police Monitor to discuss citizen concerns.

Officers also participated in many community events such as prayer vigils, prayer marches, and a second line following Officer Darryl Holloway's death. The officers felt the community really showed unity after the tragic event.

Sixth District Community Engagement Highlights

The officers presented Mardi Gras safety presentations to the Delachise Neighborhood Association.

Officers also participated in the Martin Luther King Social Action Conference which included guest speakers, a health fair, community resources, music, voter registration, a basketball game, food and more.

Seventh District Community Engagement Highlights

The officers initiated bus stop patrols at the request of parents. Parents expressed concerns regarding minimal lighting at bus stops in the area. The parents were specifically concerned that speeding vehicles could endanger the children's safety. The officers met with neighborhood associations and apartment management groups to coordinate security efforts at the bus stops. The officers provided security to the children and would often serve breakfast at the bus stops in the morning.

At the request of the Kenilworth Improvement District, the officers put in an order to the Department of Public Works to request more school zone signs.

Eighth District Community Engagement Highlights

The officers worked with the Music and Culture Coalition of New Orleans (MaCCNO) to create The Musicians Guide for Street Survival. This guide increases street musicians' knowledge of legal decibel levels and laws regarding street music.

Second, the Faubourg Marigny Improvement Association reported a problem with a bar in the area. The officers mediated issues between the community and the bar owner at community meetings. Initially, the community wanted the bar shut down. However, the officers proposed a successful compromise, which involved the procurement of private security. The bar agreed and complied with the compromise within one week. As an accountability measure, the Narcotics Unit conducted frequent business checks to make sure there was no continued illegal activity.

Obstacles Faced and Recommendations for Future Improvement

In addition to tracking community engagement, obstacles and recommendations for future improvement are noted. [Consent Decree ¶228].

Obstacles and Recommendations

The Department improved data tracking of community engagement events and activities in 2015, but the tracking mechanisms were not always utilized consistently. Undocumented examples of community policing occur every day and are vital to strong community relations, but have not been consistently tracked. NOPD will focus on improving the consistency and thoroughness of its community engagement data collection in 2016.

NOPD is working to develop additional tracking mechanisms for documenting community policing activities more consistently and thoroughly. Improving the collection of community engagement and policing data, reporting on this data in internal and external meetings, and utilizing this data to improve our community engagement and policing are critical goals for NOPD in 2016 as we strive to improve our partnerships with the community.