

## 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. For more information about the CoCo Sergeants or to find out who the CoCo Sergeant is in your district, see <http://nola.gov/nopd/citizen-services/quality-of-life-officers-community-coordinators/>.

**New Orleans Neighborhood Police Anti-Crime Council (NONPACC)** – NONPACC 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. For more information about the QOL Officers or to find out who the QOL Officers are in your district, see <http://nola.gov/nopd/citizen-services/quality-of-life-officers-community-coordinators/>.

**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 assist 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

Each district is staffed with a Community Coordinating Sergeant, a Quality of Life Officer, and a School Resource Officer<sup>1</sup> 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 2014, 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. Beyond those statistics, the officers leading NOPD's community engagement efforts can anecdotally provide examples of community engagement success and struggles but do not always document those examples.

For 2015 and beyond, NOPD will utilize a more robust tracking system for community engagement efforts that will provide more detail on community engagement activities. As a result, NOPD's future reports on community engagement will include greater detail and better "assess the effectiveness of its community partnerships and problem-solving strategies"[Consent Decree ¶228].

For 2014, NOPD's community engagement stats are as follows:

**Table 1 – Community partnerships by District, 2014**

|              | <b>Community Partnerships</b> | <b>Community Meetings Attended</b> | <b>Number of Attendees</b> |
|--------------|-------------------------------|------------------------------------|----------------------------|
| 1st District | 10                            | 61                                 | 1,970                      |
| 2nd District | 67                            | 93                                 | 1,069                      |
| 3rd District | 32                            | 115                                | 3,807                      |
| 4th District | 18                            | 166                                | 1,953                      |
| 5th District | 31                            | 182                                | 2,512                      |
| 6th District | 56                            | 152                                | 1,740                      |
| 7th District | 49                            | 93                                 | 2,636                      |
| 8th District | 16                            | 49                                 | 625                        |
| <b>Total</b> | <b>279</b>                    | <b>911</b>                         | <b>16,312</b>              |

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

Contact information for Quality of Life Officers and Community Coordinating Sergeants can be found [here](#).

The Public Safety Calendar that lists COMSTAT (weekly crime meetings at NOPD) and NONPACC meetings can be found [here](#).

### Crime prevention unit

The crime prevention unit formulates and implements programs targeting crime at the district and neighborhood levels. Moreover, the crime prevention unit assists in organizing crime prevention groups in residential and business areas; it also meets regularly with area community groups. The officers assigned to the unit also are responsible for maintaining information relative to criminal activity within their geographic area of responsibility (district or neighborhood). For example, these interactions include safety presentations to various groups, neighborhood watch training, providing data on crime in the neighborhood upon request, and more.

In 2014, the crime prevention unit conducted 2,371 checks and visits on businesses, 219 safety presentations, and 117 other events, presentations, LGBT community interactions, and more. In addition, the crime prevention unit estimates that it has reached over 45,000 people in 2014 alone.

### Hotline complaints

The NOPD hotline is primarily provided through Crimestoppers and is a mechanism for the public to provide key information concerning criminal activity. The Department receives this information at the District level and maintains a publicly available log of high-level information pertaining to the tip such as location, date received, and type of activity. The Districts then take action on each item of concern to the community, demonstrating bias-free policing, and noting the final outcome in the log. As the table below shows, the Department received 1,210 hotline complaints, or “tips,” in 2014, and it closed 927, more than 75% of them, by the final week of 2014.

**Table 2 - Hotline complaints by District and status, 2014**

|              | Received | Open | Closed |
|--------------|----------|------|--------|
| 1st District | 96       | 4    | 94     |
| 2nd District | 107      | 0    | 107    |
| 3rd District | 148      | 43   | 104    |
| 4th District | 156      | 35   | 121    |
| 5th District | 131      | 13   | 118    |
| 6th District | 125      | 69   | 56     |
| 7th District | 180      | 116  | 99     |
| 8th District | 267      | 39   | 228    |
| Total        | 1210     | 319  | 927    |

Source: Department District COMSTAT books, 2014

### NONPACC meetings and District outreach

Each district holds a New Orleans Neighborhood Police Anti-Crime Council (NONPACC) meeting monthly, creating 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.

Each district has a [Police Community Advisory Board](#) (PCAB) composed of community representatives who provide feedback and recommendations to NOPD. NOPD attends the quarterly meeting of each PCAB.

### Superintendent outreach

Across New Orleans, the Superintendent is the most visible representative of the New Orleans Police Department. The Superintendent attends hundreds of public meetings, forums, and events in the community to strengthen the relationship between the Department and the community that it serves. When Mayor Landrieu named Chief Harrison as the interim Superintendent, Chief Harrison immediately engaged the community and began listening to the concerns of all New Orleanians. During his first 60 days in office, Chief Harrison attended over 50 community meetings and met with legislative officials, faith-based leaders and heads of law enforcement agencies across the Greater New Orleans region. These meetings have continued since Harrison was named the permanent Chief and have ranged from community-wide forums held in each District, to meetings with civic and business leaders, to meetings with faith-based leaders.

Chief Harrison has made improving the relationship between the New Orleans Police Department and the New Orleans community a top priority. In order to facilitate that process, Chief Harrison has built a robust community policing strategy that will grow as the Department grows. He maintains an open dialogue with members of the community and has directed NOPD leadership to do the same in each police district. In addition to weekly COMSTAT and NONPAC meetings that are open to the public, NOPD commanders regularly meet with members of the community. Chief Harrison's goal is for residents to have strong relationships with the officers that are patrolling their streets.

### **Crime prevention activities**

The NOPD uses data routinely to determine resource allocation and evaluate performance through the weekly COMSTAT process. 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.”<sup>2</sup>

As a result of the DDACTS process, maps are produced that show the concentration of traffic incidents as well as Part I and Part II UCR crime.<sup>3</sup> These maps are used in COMSTAT and by the districts to inform resource deployment.

In addition, each District assigns a specific unit to these DDACTS areas as well as collects and evaluates generated by these units. The data generated by the DDACTS unit are provided in District COMSTAT. Using data to inform the deployment of personnel, the NOPD proactively takes a bias-free approach to policing.

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<sup>2</sup> 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](http://www.policechiefmagazine.org/magazine/index.cfm?fuseaction=display_arch&article_id=1839&issue_id=72009)

<sup>3</sup> Part I crimes are violent and property crimes often called “Index Crimes” that include: homicide; rape; robbery; aggravated assault; burglary; larceny/theft; motor vehicle theft; and arson. Part II crimes include other types of crime such as: simple assault; fraud; weapons offenses; drug abuse violations; stolen property offenses; and more. For more information, see: U.S. Department of Justice, Federal Bureau of Investigation. (2014). *Crime in the United States, 2013*. Washington, D.C.