

February 9, 2011

New Orleans Police Department – Public Information Office

## **Superintendent Serpas Announces an Overall Decline in Major Crime Last Year**

“The overall decline in major crime last year shows that our employees are rising to the challenge of rededicating themselves to professionalism and service,” Superintendent Serpas said. Mayor Landrieu stated, “Reducing crime in New Orleans is my top priority. It’s going to take all hands on deck. With the weight of the federal government behind our reforms and greater trust and support from the community, we will continue to improve the quality of life for all New Orleanians.”

“Working with neighborhood leaders throughout New Orleans, we are making noteworthy progress in the fight to reduce crime and improve quality of life throughout the city,” said Superintendent Serpas. “But keep in mind, this is a marathon, not a sprint, and every member of the department, from me on down, must be committed to being better in 2011 than in 2010. The challenges before us are not easy. Nevertheless, I am encouraged by the NOPD’s progress since I arrived last May, and look forward to building upon it through enhanced relationships with our community partnerships in the days ahead.”

Superintendent Serpas stated, “I also want to thank Mayor Landrieu and the City Council for the commitment to public safety and the New Orleans Police Department. Our department will continue to improve and the Mayor and Council’s support strengthens our ability to serve our great community.”

“Despite our progress, there is much work to do, both here in the police department and in the community. The reduction of violent crime remains our highest priority. We are not safe as a city until every neighborhood feels safe. We realize that crime continues to influence certain areas, and

we fully accept the challenge to continue our work to make differences in those communities,” said Superintendent Serpas.

Superintendent Serpas stated, “I am extremely grateful to and proud of the men and women of this police department for their tremendous work, but we cannot do it all by ourselves,” said Superintendent Serpas. “If crime reduction is to continue, community partnerships must help ensure that our children are directed to the path of education and economy, not the path of crime and prison.”

“One of the key measures of our success is the growth in active Neighborhood Watch and community groups. From August to December 31, 2010, there were 359 meetings with the Community Coordinating Sergeants,” said Superintendent Serpas. “Building new and strong partnerships with members of our community is critical to our success.”

The New Orleans Police Department, under the leadership of Superintendent Ronal W. Serpas, is engaged in a complete transformation in its approach to ensuring that New Orleans is a safer place to live, work and visit. The police force, which currently employs approximately 1,735 dedicated men and women, is committed to transparency, accountability, collaboration and integrity. To learn more about the NOPD and our services, visit <http://www.nola.gov/GOVERNMENT/NOPD> and visit us on Facebook at [www.facebook.com/pages/New-Orleans-LA/New-Orleans-Police-Department-Official/133853236665761](http://www.facebook.com/pages/New-Orleans-LA/New-Orleans-Police-Department-Official/133853236665761)

# New Orleans U.C.R. Reportable Crimes

2010 Compared to 2009

## Citywide Totals

Offense	2009	2010	% Change
Murder *	174	175	0.57%
Rape **	98	144	46.94%
Arm. Robbery	733	704	-3.96%
Sim. Robbery	199	249	25.13%
Assault	1410	1321	-6.31%
<b>Person Crime Total</b>	<b>2614</b>	<b>2593</b>	<b>-0.80%</b>
Burglary	3821	3695	-3.30%
Theft	6507	6540	0.51%
Auto Theft	2616	2410	-7.87%
<b>Property Crime Total</b>	<b>12944</b>	<b>12645</b>	<b>-2.31%</b>
<b>Total Index Crimes</b>	<b>15558</b>	<b>15238</b>	<b>-2.06%</b>

\*Murder Totals Provided by Homicide Unit

\*\*Rape Totals Provided by Sex Crimes Unit

\*\*Rape statistics do not include male victim nor oral sexual battery cases

## Methods of Crime Reporting - New Orleans Police Department

All Uniform Crime Reporting standards as set forth by the Federal Bureau of Investigation are followed by the New Orleans Police Department (NOPD). There are certain factors that must always be considered when reviewing UCR summary reports:

According to the latest National Crime Victimization Survey (NCVS), published October 2010, NCJ 231327, at Table 11, Percent of Violent and Property Crimes Reported to the Police, 2009, 48.6% of Violent Crime and 39.4% of Property Crime is estimated reported to police. At Figure 3, the rate of reporting Violent Crime and Property Crime has remained stable over the last decade.

**Table 11**

**Percent of violent and property crimes reported to the police, 2009**

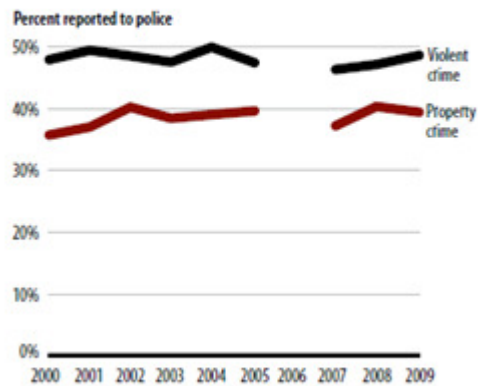
Type of crime	Percent reported
<b>Violent crime</b>	<b>48.6%</b>
Rape/sexual assault	55.4
Robbery	68.4
Aggravated assault	58.2
Simple assault	41.9
<b>Property crime</b>	<b>39.4%</b>
Burglary	57.3
Motor vehicle theft	84.6
Theft	31.8

Note: See appendix table 9 for standard errors.

Criminal Victimization, 2009

**Figure 3**

**Reporting of violent crime has remained stable since 2000**



Note: Excludes data for 2006. See Methodology.

The New Orleans Crime Coalition asked the direct question in the August 2010 survey of New Orleans residents, "... did you report the crime to the New Orleans Police Department," finding that 79% of self-reported crime victims in New Orleans did report the crime to the NOPD.

For a full explanation of how the NOPD collects and reports UCR Part I crime reports, please visit: <http://www.nola.gov/GOVERNMENT/NOPD/UCR%20Classifying%20Crimes%20PowerPoint/>

Beginning June 13, 2010, the NOPD initiated a Citizen Satisfaction Survey program. This survey is conducted by members of the Compliance Division of the Superintendent's Office. Working with the Inspector General's Office, a methodology was created that generates a random sample of Part I crime victim's city wide. The NOPD calls these victims and ask eight (8) questions about the quality of NOPD service. The first question is based upon the Compliance Officer reading verbatim the statement of the victim as recorded in the original report. The victim is then asked if the statement is accurate, yes or no. In 290 successful Compliance Call backs, only one (1) crime victim said the statement was not accurate (the inaccuracy was the location within the house as to where the property was stolen – this was corrected in a supplemental report). The Compliance Division, confirming the accuracy of victim statements and an assessment of the police investigations, was able to endorse that the 290 reports were

submitted correctly. Beginning August 8, 2010, Question 1A was added, which states in part, "...after hearing what your statement was recorded as, is there any further information you want to add at this time?" In 204 successful contacts in which this question was asked, five (5) persons wanted to add additional information. To ensure greater integrity of this process, beginning August 15, 2010, these contacts have been recorded and an individual tracking number is assigned to each call to ensure there are no duplicate contacts in the data set. Between June 13 and years end a total of 502 randomly assigned UCR Part I police reports were reviewed by Compliance, with 290 successful contacts; however, Compliance did conduct a quality control check in all 502 reports. As per the analysis provided by the OIG, the NOPD would need to successfully contact at least 29 Part I crime victims per month to have valid results. The NOPD averaged 40 completed surveys per month from the start of the program until year end. This program continues into 2011. Below are the questions asked during the survey and a chart noting the answers:

1. The interviewer will review the statement verbatim in the narrative of the report and solicit a response from the Victim as to whether or not the statement describes what occurred. Yes \_\_\_\_\_ or No \_\_\_\_\_
- 1a. "Thank you for your answer. After hearing what your statement was recorded as, is there any further information you want to add at this time?" List response below in Comment Section.
2. The responding officer(s) courteous.  
Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree
3. The responding officer(s) appeared professional.  
Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree
4. The responding officer(s) conducted his / her duties in a professional manner.  
Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree
5. The officer(s) appeared knowledgeable about law enforcement.  
Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree
6. I am satisfied with the follow-up assistance provided to me by NOPD regarding incident.  
Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree
7. I would rate the quality of service provided to me by NOPD at:  
Very Satisfactory / Satisfactory / Neutral / Unsatisfactory / Very Unsatisfactory

**CITIZEN TELEPHONE SURVEY YEAR TO DATE COMPARISON**  
06/13/10 thru 12/31/10

	Q # 1	Q # 1a	Q # 2	Q # 3	Q # 4	Q # 5	Q # 6	Q # 7	Response Comparison
Yes	289	5		<b>Question 1 - Yes</b>		100%	<b>Question 1a - Yes</b>		2%
No	1	204		<b>Question 1 - No</b>		0%	<b>Question 1a - No</b>		98%
Strongly Agree			195	192	192	162	21		53%
Agree			88	90	93	118	102		34%
Neutral			4	4	2	5	11		2%
Disagree			3	4	2	4	136		10%
Strongly Disagree			0	0	1	1	20		2%
Very Satisfactory								165	57%
Satisfactory								101	35%
Neutral								16	6%
Unsatisfactory								4	1%
Very Unsatisfactory								4	1%
<b>Yearly Totals</b>	290	209	290	290	290	290	290	290	502

Beginning August 30, 2010, Integrity Control Officers (ICO) in the eight Police Districts began the same call back strategy and questions as conducted by the Compliance Division, except that District ICOs call back a random sample of Part II crime victims both violent and non-violent crimes. The same methodology used to generate a random list of calls backs for the Compliance unit was used to create the ICO call back list. Due to cost, the District ICO call backs are not recorded. Below are the findings of these call backs ending December 31, 2010.

	Q # 1	Q # 1a	Q # 2	Q # 3	Q # 4	Q # 5	Q # 6	Q # 7	Response Comparison
Yes	187	76		Question 1 - Yes		95%	Question 1a - Yes		39%
No	10	120		Question 1 - No		5%	Question 1a - No		61%
Strongly Agree			130	127	132	123	95		63%
Agree			60	59	57	57	52		30%
Neutral			2	0	2	12	36		5%
Disagree			2	2	2	1	7		1%
Strongly Disagree			1	1	1	1	3		1%
Very Satisfactory								126	65%
Satisfactory								58	30%
Neutral								4	2%
Unsatisfactory								4	2%
Very Unsatisfactory								2	1%
Totals	197	196	195	189	194	194	193	194	

Beginning August 30, 2010, District Platoon Lieutenants have been randomly selecting calls for service scenes that have a disposition of Necessary Action Taken (NAT) and Unfounded, in an attempt to confirm that the original officer's behavior and decisions were consistent with NOPD policy and Report Writing directives. The Lieutenants ask five (5) questions about the officer's performance, and the Lieutenant makes a determination if the call was disposed of correctly as originally recorded. The below chart demonstrates the activity of the Platoon Lieutenants.

Below are the questions for conducting a Platoon Lieutenant Scene Visit.

1. The responding officer(s) was courteous.  
Yes / No
2. The responding officer(s) appeared professional.  
Yes / No
3. The responding officer(s) conducted his / her duties in a professional manner.  
Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree
4. The officer(s) appeared knowledgeable about law enforcement.  
Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree
5. I would rate the quality of service provided to me by NOPD as:  
Very Satisfactory / Satisfactory / Neutral / Unsatisfactory / Very Unsatisfactory
6. Was the incident marked up correctly:  
Yes / No

Platoon Lieutenants Scene Visits (09.01.10 - 12.31.10)

	Q # 1	Q # 2	Q # 3	Q # 4	Q # 5	Q # 6	Response Comparison
Yes	624	617				814	99%
No	5	7				7	1%
Strongly Agree			472	438			72%
Agree			143	165			24%
Neutral			8	23			2%
Disagree			3	1			0%
Strongly Disagree			4	2			0%
Very Satisfactory					449		71%
Satisfactory					156		25%
Neutral					17		3%
Unsatisfactory					3		0%
Very Unsatisfactory					9		1%
Totals	629	624	630	629	634	821	

It is normal and expected that initial police investigations will evolve and result in different crime classifications as appropriate. To monitor these activities, Computer Added Dispatch (CAD) data is compared to the NOPD Offense System. The Offense System is used to report UCR data to the FBI. In 2010, the NOPD reported a total of 15,238 UCR Part I crimes to the FBI and the community. An analysis of CAD and Offense System for 2010 shows 378 Part I crimes were changed to non-Part I crimes, and 324 non-Part I crimes were changed to Part I crimes. The NET difference of fewer Part I crimes following a police investigation for 2010 was 54 events. Separate from this analysis, a review of the data also showed that 308 records originally classified as a non-crime were reclassified to Part II crimes. Also, 147 Part II crimes were reclassified to a non-crime, for a net difference of 161 additional Part II crimes.

The collection and reporting of crime is a complex process and the NOPD strives to implement new and innovative strategies to ensure the most precise data as possible. In New Orleans it appears that there is a 79% reporting rate of crime, while nearly 30% higher than the national average, there still is a difference between what the police discover or are informed of and the total crime that may actually occur in our community. The NOPD will continue to search for methods to encourage all citizens to report all known crime to the NOPD. In a department as large and complex as the NOPD, despite systems in place, human error can occur. When error is discovered steps are immediately taken to correct the error, identify training or policy issues, or when necessary disciplinary action is taken.

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