

Community Engagement Quarterly Report

Quarter 1, 2016

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

Centralized Community Coordinator (CCC) — The Centralized Community Coordinator is a lieutenant responsible for the management, coordination and organization of citywide community policing efforts, as well as interacting with the community in formal and informal settings, including meetings and presentations. The CCC works with various City agencies, serving as a liaison in community engagement efforts.

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. The meetings facilitate conversations regarding neighborhood crime concerns and crime prevention strategies.

Police Community Advisory Board (PCAB) — Each District is assisted by a Police Community Advisory Board (PCAB). The PCAB consists of seven 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.

School Resource Officer (SRO) – A school resource officer is a designated officer within a District who provides specific support to schools. 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.

Quality of Life (QOL) Issues— Quality of life issues include the following:

- Roads, Drainage;
- Code Enforcement Violations;
- Trash, Recycling;
- Abandoned Vehicles;
- Grass, Tree Service, Park Maintenance;

- Street Lights, Signs, Signals;
- Mosquito, Termite, Rodent Control;
- Taxis;
- Health Related Questions; and
- Recreation programs.

Findings

Redeployment

In the first quarter of 2016, NOPD restructured the Department to enhance public safety by deploying more officers to street patrols in an effort to decrease response times to calls-for-service. The deployed officers were previously not required to answer calls-for-service due to their job functions. Among the officers deployed to the patrol level were the Community Coordinating (CoCo)¹ sergeants and the Quality of Life (QOL) officers.² To ensure that all QOL issues and important community engagement initiatives are still being addressed, the Department has implemented initiatives to ensure that officers will be available to commit time to community engagement and community policing activities. These initiatives are discussed below.

The goal of the redeployment is to decrease response times, while retaining the integrity of the community engagement program. To ensure this, every officer is now considered a quality of life officer. Informal guidance on the proper handling of QOL matters is available to officers on NOPD.org. Citizens can still report QOL issues either through newly created District email addresses or through 911 dispatch.

The District email addresses are utilized for community engagement purposes, including invites to community meetings and reporting QOL issues. NOPD will resolve the QOL issue or instruct the community member on how best to report their QOL issues to the appropriate city agency. The District email addresses are listed below.

- **1st District:** nopd1stdistrict@nola.gov
- **2nd District:** nopd2nndistrict@nola.gov
- **3rd District:** nopd3rddistrict@nola.gov
- **4th District:** nopd4thdistrict@nola.gov
- **5th District:** nopd5thdistrict@nola.gov
- **6th District:** nopd6thdistrict@nola.gov
- **7th District:** nopd7thdistrict@nola.gov
- **8th District:** nopd8thdistrict@nola.gov

¹ The Community Coordinating Sergeant was 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.

² A Quality of Life Officer handled citizen complaints centered on quality of life issues such as: illegal parking, occupational licenses, permits, and special events. The QOL officer attended community meetings and worked as a liaison with community groups and organizations.

The Department also created a new signal that addresses QOL issues. The 21Q signal is generated through dispatch and/or by officers who receive a QOL issue through the district email addresses. The Department has generated 112 – 21Q signals since the signal was implemented on March 04, 2016.³

The Department also created an Alternative Police Response (APR) Unit staffed with officers who were previously assigned to desk duty. The officers handle non-violent property crime calls-for-service when there is no scene to process and no need for an officer to respond in-person. Through this process, citizens who are affected by non-violent property crimes can report the incident quickly and without waiting for an officer to arrive to the scene. Consequently, officers have more time to focus on 21Qs and community engagement. The APR Unit has written over 1,540 reports and made over 6,874 call-backs to complainants waiting for an officer.⁴

The creation of the Centralized Community Coordinator (CCC) is integral to the success of the community engagement program during the redeployment. The CCC provides an array of services to both the community and the Department to help implement the organizational decision that every officer should assist in quality of life matters. The CCC will track the District email addresses to ensure that the officers are engaging in problem-solving with every email. The CCC will also assess 21Q trends and work with the Department to recognize QOL issues that may need a problem-solving strategy to reduce the frequency of QOL issues.

The CCC will also help the Department develop a comprehensive community engagement plan that will help facilitate comprehensive, effective community policing and engagement.

Community Partnerships

The Department facilitates a number of formal and informal partnerships with the community. In the first quarter of 2016, the First District partnered with Community Mediation Services to help facilitate a listening group between the Department and the community. The First District Commander, administrative sergeant, and a school resource officer met with Community Mediation Services and representatives from St. Peter Claver church to discuss a plan of action regarding implementation of a community listening session. The two implementation plans discussed were:

- To communicate with the community to receive recommendations regarding NOPD policies; and
- To hold small listening sessions that are not focused on policy changes, but on the necessity to support the community and how that can be accomplished.

The listening sessions are projected to start in the third quarter of this year.

³ The 112-21Q signals are generated between the implementation date, March, 04, 2016, and the end of the first quarter, March 31, 2016.

⁴ <http://nola.gov/nopd/press-releases/2016/20160113-chief-harrison-unveils-major-restructurin/>.

Community Meetings and Events

District officers participated in a number of community meetings and events in the first quarter of 2016. “Community Meetings Attended” reflects the community groups that held one or more meetings in the first quarter of 2016, at which at least one NOPD officer attended. While a community group may be listed only once, there could have been more than one meeting in the first quarter. The “Number of Attendees” reflects the total number of participants in the community meetings for a particular group in the first quarter. The meetings and events attended by NOPD District officers are listed in the following pages.

First District

Community Meetings Attended	Number of Attendees
St. John Neighborhood Association	32
January NONPACC	35
February NONPACC	24
March NONPACC	15
Mid-City Neighborhood Association	50
St. John Tenant Association	15
Total	171

Community Events Attended	Activity
St. Peter Claver School Lunch	Lunch with the students and faculty
Greater New Orleans Drug Demand Reduction Coalition	Information on the drug free program
Community Mediation Services	Discussed future facilitation of Community-Police listening sessions.

Second District

<u>Community Meetings Attended</u>	<u>Number of Attendees</u>
Carrollton Hollygrove Community Senior Meeting	45
January NONPACC	22
Office of Alcohol and Tobacco Control	15
February NONPACC	24
Carrollton Area Network Organization	11
The Boot	2
PCAB	20
March NONPACC	27
Maple Street Festival Meeting	15
Freret Improvement District Safety Meeting	15
Broadmoor Association Safety Meeting	25
Xavier Drexel Prep School	20
Napoleon Avenue Canal Project Meeting	25
Total	266

<u>Community Events Attended</u>	<u>Activity</u>
COPS 2	Officer Awards Ceremony
St. Peter Claver	Officer Appreciation Lunch
Harriet Tubman School	Career Day
Tulane University	SafeCamNOLA Outreach
Junior League of New Orleans (JLNO)	Annual Touch A Truck Youth Event

Third District

<u>Community Meetings Attended</u>	<u>Number of Attendees</u>
St. John Neighborhood Association	32
DeSaix Neighborhood Association	20
January NONPACC	5
Pontilly Neighborhood Association	30
Mid-City Neighborhood Association	120
Hollygrove Neighborhood Association	25
February NONPACC	5
Gentilly Terrace Neighborhood Association	10
March NONPACC	20
Total	267

Fourth District

Community Meetings Attended	Number of Attendees	Community Events Attended	Activity
Cut Off Booster Club	15	Young Leadership Council ReCreate Program	Sporting event with kids in the community
APAC	15	Easter at the Park	Easter egg hunt with the community
Carrington Place of New Orleans	15		
Total	45		

Fifth District

Community Events Attended	Number of Attendees	Community Events Attended	Activity
South 7th Ward Neighborhood Association	7	Mt. Nebo Bible Baptist Church	Easter Egg Hunt
Neighbors First for Bywater	30		
January NONPACC	36		
Lower 9th Ward Chapter of A Community Voice	40		
St. Roch Improvement Association	50		
Holy Cross Neighborhood Association	10		
Bunny Friend Neighborhood Association	12		
PCAB	6		
Marigny Neighborhood Association	55		
Bywater Neighborhood Association	45		
Upper 9th Ward Chapter of A Community Voice	25		
March NONPACC	30		
Total	376		

Sixth District

Community Meetings Attended	Number of Attendees	Community Events Attended	Activity
Hoffman Triangle Neighborhood Association	25	Joe Brown Park Easter Extravaganza	Community Easter Celebration
New Zion City Preservation Association	12		
January NONPACC	12		
Delachaise Neighborhood Association	20		
Hoffman Triangle Neighborhood Association	8		
PCAB	6		
Total	83		

Seventh District

Community Meetings Attended	Number of Attendees	Community Events Attended	Activity
January NONPACC	35	Vietnamese New Year Tet Fest	Participated in festival
February NONPACC	29		
March NONPACC	9		
Office of Economic Development			
Home Prices Meeting	35	Friends of Joe Brown	5th Annual Heart Walk
City Council District E	50		
Joe Brown Park Easter Extravaganza	300		
Friends of Joe Brown Park		Young Leadership Council	ReCreate Kickoff Party
Community Service Day	200		
NORDC	30		
Councilman Gray Community Development Meeting	30	Alpha Kappa Alpha Sorority	College Health fair
PCAB	20		
Total	738		

Eighth District

<u>Community Meetings Attended</u>	<u>Number of Attendees</u>
Marigny Improvement Association	30
French Quarter Management District	24
Praline Connection	5
French Quarter Management District	9
COPS 8 Board Meeting	13
Marigny Improvement Association	50
Warehouse Management District	35
Marigny Improvement Association.	30
COPS8 BOARD MEETING	15
French Quarter Management District	15
French quarter Security Task Force meeting	25
Police Committee Association Board	8
Marigny Improvement Association	30
March NONPACC	7
Cops 8 Annual Board Meeting	15
Total	311

Obstacles and Recommendations for all Districts

Community Engagement Plan

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, and our community engagement efforts.