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WGNO

New NOPD survey coming for crime victims

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NEW ORLEANS

The New Orleans Police Department is reaching out to crime victims, so if you're a victim, don't be surprised if you get a call.

"So they came in through this front door and as I cracked the door, I realize I didn't have a couch which used to be a sectional couch right here," said La'Kedra Robertson who showed us where thieves burglarized her house.

Robertson's home was cleaned out. They took most of her furniture, electronics, dishes, even a treasured painting she had for many years.

"It really broke me to my knees," she said.

As a victim of crime, Robertson welcomes the creation of a survey for crime victims under new Police Superintendent Ronal Serpas.

"I do believe it is a good step getting information and data of course, creates change on so many different levels and avenues," Robertson said.

The survey would serve at least two purposes: how NOPD handled the call and to try to build better bridges with the community.

"They'll feel like they can actually talk to the police department and feel like their voice matters," said Sarah Fontenelle with the Office of Inspector General.

She was involved in sending some feedback to Serpas, at his request, to reach out to crime victims through a telephone survey.

"Essentially the survey is serving as a tool to assess how citizens feel about the quality of service of the police department," she said.

As for La'Kedra robertson, she hopes NOPD takes it even a step further with more community forums to build more trust.

Superintendent Serpas was out of pocket Tuesday, but sent ABC 26 an email, saying he's pleased to receive the advice and plans to soon share more information with the public.

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