

Office of the Independent Police Monitor

City of New Orleans

2016 Annual Report: Complaints and Discipline



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Independent Police Monitor

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The Office of the Independent Police Monitor (OIPM)

Mission and Responsibilities

The Office of the Independent Police Monitor (OIPM) is an independent, civilian police oversight agency created by the voters in a 2008 charter referendum and which opened its doors for the first time in August of 2009. Its mission is to improve police service to the community, civilian trust in the NOPD, and officer safety and working conditions. The Police Monitor has six broad responsibilities:

- 1) To ensure that all complaints regarding police misconduct are classified and investigated or mediated at the appropriate level and that those investigations are fairly, timely and thoroughly handled; to ensure that discipline is fair, timely, appropriate and upheld upon appellate scrutiny. To make information about this review process available to the public.
- 2) To monitor NOPD investigations into use of force to identify violations of civil rights, concerns of officer tactics and safety, risks to life, liberty and property, and adherence to law and policy.
- 3) To review and analyze aggregate data from complaints, investigations, community concerns and public policy in crafting recommendations aimed toward improving the quality of services by the NOPD.
- 4) To reach out to inform the community about the OIPM, to listen and respond to broader community concerns, and prepare the community for engagement in NOPD policy and practice.
- 5) To mend police/community relationships by fostering effective police/community partnership.
- 6) To collect police commendations, review and monitor police training and supervision issues and support a healthy and safe working environment for NOPD employees.

The OIPM is responsible for monitoring the New Orleans Police Department and only the New Orleans Police Department. OIPM works with other criminal justice system actors, it is not responsible for oversight of any other agency. However, OIPM is aware of the impact of these other criminal justice actors upon the operations of NOPD. OIPM accomplishes its mission by focusing on three main activities: complaint and disciplinary system monitoring and review; use of force monitoring and review; and subject-specific analyses or audits. Our recommendations to improve NOPD's accountability systems originate from these activities.

OIPM Recommendations from 2016 Annual Report

In its 2015 annual report, OIPM made 13 recommendations to NOPD about record keeping and reports analysis. The following recommendations have, reportedly, been adopted and implemented at NOPD.



- OIPM confirms that NOPD has adopted its recommendation to record civilian commendations in IAPro. OIPM searched and was able to locate all 2016 commendations in NOPD's IAPro database.

This report, as well contains several recommendations. The majority of them about NOPD record keeping. NOPD's record keeping is important to the oversight process and, therefore, OIPM has extended to NOPD that we will work with them to help them take full advantage of the IAPro database and to establish procedures and protocols that more effectively ensure the quality of NOPD's data.



2016 Contacts with the Public and Complaints Taken by the OIPM

The OIPM Complaint Process

Making police complaints is part of individuals' constitutional right "to petition the Government for a redress of grievances."¹ The New Orleans Police Department's internal affairs division, now known as Public Integrity Bureau (PIB), is responsible for the intake and investigation of both civilian and NOPD-initiated complaints of police misconduct. Part of the vision for the OIPM was that it serves as an alternate complaint intake site for those who prefer not to complain directly NOPD about the specific conduct of NOPD employees. Once the OIPM receives a complaint, it forwards it to PIB for inclusion in the complaint management system² and for investigator assignment. If a complainant requests, the OIPM will also monitor PIB investigations of complaints not filed with the OIPM.

The OIPM writes the complaint in the form of a letter to PIB and specifies within its letter which NOPD administrative policy, statute, city ordinance, or constitutional provision the NOPD employee may have violated. In its letter to PIB, the OIPM includes information from the accused officer's disciplinary history for the last 5 years and makes a recommendation on about reassignments, managing retaliation, potential misconduct patterns in the officer's history and if that officer should receive corrective training called the Professional Performance Enhancement Program (PPEP)³.

The OIPM has entered into community partnerships with organizations to conduct complaint intake off-site as well. In an effort to reach the widest possible audience, the OIPM has had its complaint forms and procedures translated into Spanish and Vietnamese.

PIB does not investigate all complaints filed with NOPD or the OIPM. The OIPM's Mediation unit handles some cases. When a case is suitable, both the complainant and

¹ "Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the Government for a redress of grievances."

<http://constitutioncenter.org/interactive-constitution/amendments/amendment-i>

² IAPro is the name of the internal affairs case management software shared by PIB and the OIPM. PIB and the OIPM maintain separate versions of the system. The OIPM has access to PIB's version of IAPro, but PIB does not have access to the OIPM's internal version.

³ See Section Entitled "[PPEP and EWS](#)".



the officer can opt for mediation as an alternative to the traditional investigation process. A mediation session is held in a private community space (community center, library, church) with two trained, experienced mediators who provide the participants with the opportunity to address their perspectives on their encounter and engage in a meaningful dialogue to better understand each other’s positions and come up with their own agreements for a solution. Please see the *OIPM’s 2016 Annual Report: New Orleans Community Police Mediation Program Report* for more information.

Contacts, Complaints, Commendations and Inquiries

In 2016, OIPM was contacted by 98 individuals. Not all of these individuals filed complaints, however. OIPM categorizes its contacts as follows:

- **Contact Only:** If an individual contacts OIPM to file a complaint but does not complete the intake process or does not want to file a complaint, commendation or receive help with a criminal complaint, that interaction is classified as “contact only.” OIPM documents all contacts with civilians and officers.
- **Commendation:** When an individual or organization wants to recognize extraordinary acts by a police officer or departmental employee, they can file a commendation with OIPM. OIPM forwards that commendation to the employee’s Commander and the Superintendent of Police.
- **Case Monitoring:** When a complainant requests or if OIPM detects a potential risk in the complaint, OIPM will monitor that internal affairs investigation by getting regular updates and sometimes monitoring witness interviews and reviewing evidence, including but not limited body-worn and in-car camera video.
- **Civilian Complaints:** When an individual alleges misconduct by a New Orleans Police Department employee, OIPM documents their allegations and makes a referral to Public Integrity Bureau for investigation. Because of the rising number of departmental employees making complaints about other NOPD employees to OIPM, an additional category will be added for Police Complaints.
- **Criminal Case Liaison:** When a crime victim or murder victim survivor has concerns about the methods, quality or timeliness of a criminal investigation by NOPD, OIPM will intervene on their behalf and work with departmental command staff to address the victim’s concerns.

Below is a breakdown of all OIPM contacts for 2016:

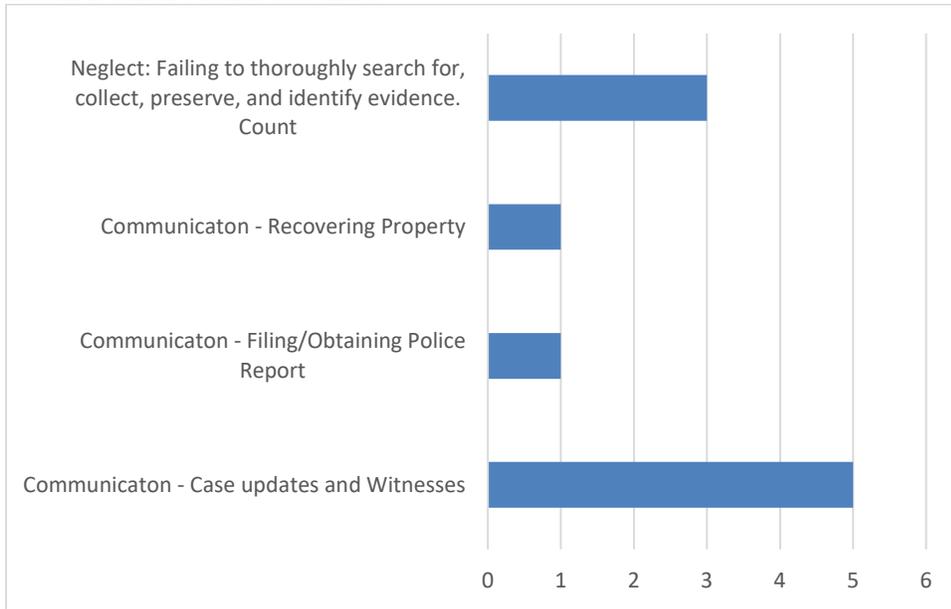
Type of Contact	
5	Contact Only
5	Commendations
18	Cases Monitored
60	Civilian Complaints



2016 Criminal Liaison Cases

The OIPM acted as a liaison between crime victims and the NOPD in 10 different cases in 2016. There were an additional two people with whom OIPM had ongoing liaison relationships. The OIPM’s liaison work included assisting victims in communicating with their assigned detectives about witnesses, evidence and the victims’ concerns of officers neglecting their duty. In 2016, the majority of concerns raised by crime victims were about being able to file and/or obtain a copy of a completed police report. For a detailed view of the issues raised by crime victims, see [FIGURE 1: CRIME VICTIMS CONCERNS](#)

FIGURE 1: CRIME VICTIMS CONCERNS



2016 Commendations and Awards

Police Commendations are an important form of civilian feedback on officer performance. Although complaints can help departments identify areas to improve officer performance, commendations can help departments identify areas of strength and provide living examples for other officers. OIPM collects commendations and took five separate civilian commendations in 2016. OIPM copies the letter of commendation to internal affairs as well as Superintendent Harrison’s office and the Commander for the officer in question.

Details about the five commendations OIPM processed are as follows:

1. Lt. Jennifer Dupree was commended for community outreach and response to complaints and inquiries about a crime.
2. Officers Sylvester Burke, William Torres and Sgt. Mark Joseph were commended for their “intent” and “engaged participation” in a Community- Police Mediation session.
3. Officer Kira Godchaux was commended for providing medical aid to a person in crisis.
4. Officer John Norbert Roussel (Name provided by civilian) was commended for being kind, receptive, and a good listener to a victim of sexual assault.
5. Commander Frank Young of the 5th District was commended for being responsive to community concerns and making St. Roch “much better.”

In addition, OIPM received information about the Commendations and Awards given to NOPD officers by NOPD. There is much that can be learned about NOPD’s values and training through officer awards and commendations. In the future, OIPM intends to conduct analyses of the awards and commendation system for fairness and effectiveness. However, there is a great deal of value in acknowledging the officers and police department employees who served the city well in 2016. The details about officers receiving NOPD awards and commendations can be found in [APPENDIX A: 2016 NOPD OFFICER COMMENDATIONS & AWARDS](#).

APPENDIX A: 2016 NOPD OFFICER COMMENDATIONS & AWARDS

Reason for Commendation or Award by NOPD in 2016	
1	For exemplary performance during the course of duty that saved the life of a citizen.
2	For rescuing lives without regards for their own safety.
2	For their relentless pursuit of a suspect wanted for killing an NOPD officer.
3	For courage and devotion to duty without regard for their own safety.
6	For Carrying out a brave act beyond the call of duty.
9	For his quick actions and dedication to duty.
12	For their bravery and dedication to duty.
19	For their devotion and dedication to duty.
20	For attempting to save a life without regards for their own safety.
25	For their dedication to duty and apprehension of dangerous criminals.
39	For their devotion to duty and outstanding work performance.
48	For exemplary performance and dedication to duty.



2016 Complaints & Discipline

Allegation Analysis

When PIB's investigation determines, by a preponderance of the evidence, that the alleged misconduct occurred, PIB should issue a disposition of "Sustained." When the investigation is unable to determine, by a preponderance of the evidence, whether the alleged misconduct occurred, PIB should issue a finding of "not sustained." If the investigation determines that the conduct *occurred* but did not violate policy, procedures, or training, PIB should issue a finding of "exonerated." If the investigation determines that the alleged misconduct did *not* occur or did not involve the subject officer, PIB should issue a finding of "unfounded." Some cases can be classified as "No Formal Investigation Merited" (NFIM) if they fit certain policy requirements. In these instances, those allegations usually receive a finding of "NFIM." Each distinct allegation should receive a distinct finding. The complaint investigation, including all allegations, had a disposition. The terminology for findings and dispositions are defined in NOPD Policy 52.1.1.

NOPD reports collecting 850 complaints in 2016. However, when OIPM ran reports of all complaints from IAPRO, it was only able to locate 831 complaints. Because NOPD uses a sequential numbering system, OIPM has been able to determine the potential case numbers for the 19 missing records. The discrepancy between NOPD and OIPM's numbers are likely since, occasionally, PIB must protect information on sensitive criminal cases from broad access. By agreement in the NOPD/OIPM MOU, when NOPD has a sensitive internal investigation, it can restrict the case information's access and OIPM personnel cannot see it until the investigation is complete. As of the date of OIPM's data pull, it is likely that those 19 incidents were either incomplete or did not yet have their access level changed for public view. It is standard operating procedure for some criminal and high risk investigations to be inaccessible to OIPM through IAPRO. Subsequently, PIB provided access to the remaining 19 incidents. However, that access was after the date (February 4, 2017) that OIPM needed to obtain access to meet its reporting deadlines. Therefore, the following discussion on complaints received by NOPD will involve the original 831 complaints to which OIPM had initial access.

The following information is about the 831 citizen and rank initiated complaints NOPD received in 2016. Of those complaints, 540 were marked citizen initiated and 291 were marked rank initiated. Although OIPM and NOPD reconciled the total number of complaints, their data does not agree about the number of rank and civilian initiated complaints. NOPD reports that 591 complaints were filed by members of the public and 259 were rank initiated. Those complaints contained 1,821 allegations against 559 different officers and departmental employees. Although PIB provided its own



information about the findings for allegations complaints, the data could not be compared for two reasons:

1. PIB’s data provides one disposition for each case number. However, there could be multiple allegations in each case and each allegation has its own finding. OIPM analyzes findings by allegations and could not compare its data to PIB’s for this reason.
2. PIB used dispositions that do not appear in the policy. For instance, PIB marked some cases as “Sustained – Pending Supervisory Approval”. Although NOPD has legitimate reasons for recording information in this way, such is not an official disposition type. Until the approval, the case is merely pending, according to policy. OIPM attempted to group the PIB dispositions according to policy but ultimately could not do so without guessing at PIB’s intentions. ⁴

NOPD responded to OIPM’s reasons stating that “As previously stated, the “disposition” is used for the “Investigation Outcome”. The “disposition” is also used as a tracking method. For the purposes of this section, the “finding” should have been used as this section is an analysis of the allegations.” OIPM agrees but the information provided by NOPD did not contain findings, only dispositions.

The dispositions of the complaints filed in 2016 are in **FIGURE 2: DISPOSITIONS OF ALLEGATIONS IN COMPLAINTS.**

Figure 2: Dispositions of allegations in complaints.

Disposition	Number
Pending Investigation	359
Unfounded	295
Sustained	297
Exonerated	276
Not Sustained	218
Blank Field ⁵	95
No Formal Investigation Merited	91
Mediation	59

⁴ For instance, OIPM did not know if “Sustained, pending supervisory approval” should be sustained or pending. It is possible for a supervisor to change an investigator’s recommended finding.

⁵ The OIPM is unable to determine if the number of allegations with blank disposition fields is due to NOPD user error or a flaw in the IAPRO program. OIPM did determine that, sometimes, IAPRO generates incomplete records that contain blank fields and has begun researching the issue with IAPRO’s technical support staff.

DI-2 (Letter of Counseling or Verbal Counseling) and Letters of Reprimand	48
Sustained/Negotiated Settlement	34
Duplicate	31
Cancelled	10
No Violations Observed	4
Resigned/Retired Under Investigation	2
Awaiting Hearing	1
Non-Applicable	1
Total	1821

Since its first annual report, OIPM has calculated NOPD’s “sustained rate” by taking the proportion of sustained allegations and dividing them by the total number of allegations. NOPD sustained 332 (297 “sustained” +34 “sustained/negotiated settlement” +1 “Awaiting Hearing”) of 1,821 allegations. By that calculation, 18% of all allegations were sustained. Of those sustained allegations, 615 were from civilians and 1,206 were from NOPD rank. The civilian complaint sustained rate is 10.25% (60 of 615 allegations sustained) and rank allegations are sustained at a rate of 5.08% (237 of 1,206 allegations sustained). OIPM has never reported a rank complaint sustained rate being lower than a civilian initiated complaint’s sustained rate. In 2016, rank initiated complaints were sustained at a rate of 50.41% and civilian complaints were sustained at a rate of 10.25%. When applying the same formula to 2017 complaints, that represents 45.33% decline in the number of rank initiated complaints sustained.

However, NOPD disputes OIPM’s calculation formula. They argue that the sustained rate should be calculated by dividing the total number of sustained allegations by the number of allegations that are NOT pending, cancelled, mediated or DI-2/Letter of reprimand. They argue that removing those case types from the total calculation is a truer result. The OIPM maintains that the point of calculating the sustained rate is to determine what percentage of allegations NOPD sustains. Although allegations that have no potential for being sustained, e.g. cancelled investigations, could arguably be removed, pending investigations and mediations are an outcome other than sustained that should be included in the calculation.

If OIPM calculates the sustained rate as NOPD suggests (removing pending, cancelled, mediated or DI-2/Disciplinary Counseling), there are 1,313 total allegations. Of those allegations, 502 were citizen initiated and 811 were rank initiated. Of those allegations, 331 were sustained and that amounts to a 35% overall sustained rate. In this subset, 60 civilian allegations were sustained and 271 rank. That calculates as 11.9% civilian sustained rate and 33% rank sustained rate.

Recommendation 1: NOPD should conduct an analysis of rank-initiated complaints to determine why NOPD officers are alleging misconduct that did not occur, was not misconduct, or could not be supported by evidence. This sustained rate suggests that supervisors are alleging misconduct that can't be supported by evidence most of the time. However, after discussions with PIB, OIPM learned that some of these allegations may have been added by investigators after the supervisors lodged their original allegations.

Recommendation 2: OIPM needs to determine the cause of the increased number of sustained civilian complaints. Last year, there was anecdotal evidence that, among those civilian complaints sustained, the actual allegations made by civilians were not sustained. Rather, the allegation sustained was some procedural violation discovered during the course of investigating the civilian allegations. OIPM recommends that if, during the course of an investigation, an investigator discovers a procedural violation or any other misconduct that is not directly related to the allegations lodged by the civilian complainant, that the investigator be named as the complainant for those allegations. Modifying record keeping processes in this way will make it clear how often civilian allegations are sustained. Currently, the information about civilian and rank sustained rates may be misleading.

NOPD Response: PIB has noticed this issue prior to the OIPM report and has embarked on implementing a process to address this issue and is looking forward to working with the OIPM.

Allegation Types

Complaint classifications and assigned investigators are determined by allegation. An allegation is, "An expression of dissatisfaction ... with a policy, procedure, practice, philosophy, service level or legal standard of the agency."⁶ Complaint classifications and assigned investigators are determined by allegation. An allegation of criminal activity is very serious and will always be investigated by either PIB or an outside agency, like the FBI. However, a less serious allegation of discourtesy would likely be investigated at the field unit level. A field unit level investigator is a supervisor, not assigned to PIB, who also conducts misconduct investigations. A field unit level investigator may also be the complained of officer's direct supervisor. Allegations are important. If the person taking a complaint fails to understand what is being alleged,

⁶ Reiter, Lou. "Internal Affairs: Auditing your Process" Legal Liability and Risk Management Institute. 2016



they risk not only misunderstanding the problem, but leaving NOPD, its officers, civilians, and the city exposed to risks. OIPM works with both complainants and PIB to better ensure that allegations are recorded and investigated accurately.

A complaint may contain more than one allegation. For instance, if you reported a burglary in your home and the responding officers were distracted by other matters, you might allege that the officer was both discourteous and that he neglected his duty to fully investigate the burglary. For this reason, many complaints contain more than one allegation. Complaints made in 2016 contained the alleged violations detailed in **FIGURE 3: ALLEGATION FREQUENCY.**⁷

FIGURE 3: ALLEGATION FREQUENCY.

Allegation	Count
UNKNOWN - Data Field is Blank	39 ⁸
Abuse of Position	9
Acting Impartially	19
Acting in Civil Matters	4
Adherence to Law	115
Associations	4
Ceasing to Perform Before End of Shift	1
Cleanliness of Department Equipment	1
Courtesy	37
Devoting Entire Time to Duty	12
Discrimination	24
Failure to Cooperate/Withholding Information	1
Failure to Report Misconduct	3
False or Inaccurate Reports	26
Fictitious Illness or Injury	2
Honesty and Truthfulness	19

⁷ Each complaint may contain more than one allegation, e.g. professionalism and unauthorized force. The OIPM’s staff took the complainant's allegations and assigned an administrative allegation type based on the NOPD Operations Manual. In some cases, the OIPM may not have received enough information to formulate an allegation.

⁸ Originally, OIPM found that 220 records had no information in the allegation field. Later, OIPM determined that the majority of these records recorded “No Violation Observed” as the allegation classification. Allegation Classification is normally used as an umbrella for a group of misconduct allegations. For instance, in Rule2: Moral Conduct, Paragraph 3 Truthfulness, Rule 2 is the Allegation Classification and Truthfulness is the allegation. Ideally, the same information would be entered as an allegation, so that no records appear to have incomplete information. OIPM does not normally include classifications in its analysis.

Instructions from Authoritative Source	267
Interfering with Investigations	5
Leaving Assigned Area	3
Leaving City On Duty	2
Neglect of Duty	719
Professionalism	342
Public Statement and Appearances	1
Reporting for Duty	12
Retaliation	1
Security of Records	1
Social Networking Websites.... Etc.	5
Unauthorized Force	21
Use of Alcohol/Drugs Off-Duty	4
Use of Alcohol/Drugs on Duty	5
Use of Department Equipment	3
Use of Drugs/Substance Abuse Testing	8
Use of Tobacco	1
Verbal Intimidation	35
Grand Total	1821

The five most common complaint allegations were: Neglect of Duty, Professionalism, Instructions from Authoritative Source, Adherence to Law and Records that had no Allegation Recorded. The largest number (15 of 115) of Adherence to Law allegations did not specify the law alleged to have been violated.

Recommendation 3: NOPD should explicitly instruct PIB personnel to either assign an allegation to all complaints or explicitly note that the complaint has no allegations. Blank records are difficult to interpret.

A Note about NOPD Records:

NOPD provided information to OIPM about all allegations of Adherence to Law filed in 2016. Unfortunately, the data OIPM pulled from NOPD's IAPRO does not agree with the data provided by NOPD's PIB. In its data, OIPM has 15 unique case numbers alleging Adherence to Law that did not appear in the data provided by NOPD. NOPD's list of cases with Adherence to Law allegations contained 8 records that OIPM did not acquire when pulling data from IAPRO. One of those records was discarded because it was a use of force investigation, not a complaint investigation. Additionally, six of the eight case numbers that NOPD has provided to the OIPM as containing Adherence to Law allegations are also amongst the 19 incidents that OIPM cannot access and therefore their absence from OIPM's data is explained. The remaining complaint was

marked as having no allegations against an unknown officer on the day that OIPM pulled its information from IAPRO.

Adherence to Law

APPENDIX B: BREAKDOWN OF ADHERENCE TO LAW ALLEGATIONS⁹

Law Allegedly Violated	Total
Theft	20
Not Specified	15
Malfeasance in Office	11
Traffic Laws	10
False Imprisonment	8
Pay Roll Fraud	6
Sexual Battery	6
Relative to Operating a Vehicle While Intoxicated	5
Battery	4
Domestic Violence	4
Simple Battery	4
Aggravated Assault	2
Attempt Theft	2
Other	18
	115

Neglect of Duty

Neglect of Duty was the allegation most often sustained by PIB.

APPENDIX C: BREAKDOWN OF NEGLECT OF DUTY ALLEGATIONS

Type of Neglect Alleged	Total
Policy	247
Failing to take appropriate & necessary action	178
Failure to comply	131
Failure to acquire and maintain evidence during investigation	58
Failing to make a written report	28
General Neglect	28
Blank Field	16
Supervision	10
Unauthorized sleeping	8

⁹ "Adherence to Law" allegations are allegations that an officer may have violated a law or rule contained in the Federal or Louisiana State constitutions, criminal or civil statutes, or ordinances. Laws alleged to have been violated only 1 time are not pictured.

Failing to advise dispatcher when absent from vehicle	7
Carelessness in detaining prisoner	4
Failure to insure general welfare of person in custody	3
Field training	1
	719

A Note about NOPD Records:

In the past, several years of working with NOPD, the ways that NOPD records allegations have changed several times. Since the Consent Decree process was accompanied by major policy changes, OIPM adjusted to the new policies and offered advice to NOPD about how to record allegations in a more illuminating manner. Last year, OIPM recommended that NOPD find ways to not lump most allegations under “Instructions from Authoritative Source”. NOPD accepted OIPM’s recommendations and changed that practice. While reviewing the 2016 data, OIPM noted that 51 allegations of improper Terry Stop or Illegal Detention have been categorized under Neglect of Duty. Neglect of Duty is defined in policy as

“NEGLECT OF DUTY - GENERAL

Each member, because of his grade and assignment, is required to perform certain duties and assume certain responsibilities. A member's failure to properly function in either or both areas constitutes a neglect of duty.

4(c) ENUMERATED ACTS/OMISSIONS

The following acts or omissions to act are considered neglect of duty:

- (a) Failing to take appropriate and necessary police action;
- (b) Failing to respond to all assignments promptly and failing to report dispositions of assignments to the dispatcher immediately upon completion;
- (c) Failing to advise the dispatcher on each occasion of his absence from the patrol vehicle (except for signal 1042) and the reason therefore; and failing to report his return to his vehicle;
- (d) Failing to make a written report when such is indicated;
- (e) Unauthorized sleeping on duty;
- (f) Failing to take necessary actions so as to ensure that a prisoner shall not escape as a result of carelessness or neglect;
- (g) Failing to thoroughly search for, collect, preserve, and identify evidence in an arrest or investigative
- (h) situation;
- (i) Failing to properly care for vehicles and other equipment used wherein damage results from carelessness or neglect;”



NOPD and OIPM are actively discussing this new practice. OIPM believes there is no known provision in policy to allow for allegations of violations of complainants' Fourth Amendment rights to be termed "Neglect of Duty." Neglect of Duty has different penalties, policy definitions, and progressive discipline provisions.

Recommendation 4: OIPM and NOPD have agreed to discuss the practice of using Neglect of Duty as the Allegation assigned to policy violations. OIPM and PIB have agreed that OIPM will provide instruction on how to use category flags to ensure that high risk allegations are easily found.

NOPD Response: PIB agrees with this recommendation to work with IAPro to resolve this issue.

FIGURE 4: BREAKDOWN OF NEGLECT OF DUTY ALLEGATIONS¹⁰

Directive	Total
Policy Violation ¹¹	248
Failing to take appropriate & necessary action	178
Failure to comply with verbal or written instructions	131
Failure to acquire and maintain evidence during investigation	58
Failing to make a written report	28
General Neglect	28
Blank Field	16
Failure to Properly Supervise	10
Unauthorized sleeping	8
Failing to advise dispatcher when absent from vehicle	7
Carelessness in detaining prisoner	4
Failure to insure general welfare of person in custody	3
Grand Total	719

A complete breakdown of sustained allegations can be found in [APPENDIX D: ALLEGATION DISPOSITIONS](#).

APPENDIX D: ALLEGATION DISPOSITIONS

Allegation	
Neglect of Duty	127

¹⁰ "Neglect of Duty" allegations are allegations that an officer may have failed to properly perform his or her function when the officer was required to perform certain duties and assume certain responsibilities.

¹¹ If a policy violation was the directive listed under neglect of duty, OIPM grouped those allegations under "Policy Violation".

Instructions from Authoritative Source	94
Professionalism	25
Adherence to Law	13
Courtesy	6
Reporting for Duty	5
Use of Alcohol/Drugs Off-Duty	4
Honesty and Truthfulness	3
False or Inaccurate Reports	3
Devoting Entire Time to Duty	3
Use of Alcohol/Drugs on Duty	2
Social Networking Websites.... Etc.	2
Verbal Intimidation	2
Leaving Assigned Area	2
Associations	1
Failure to Cooperate/Withholding Information	1
Cleanliness of Department Equipment	1
Interfering with Investigations	1
Abuse of Position	1
Use of Drugs/Substance Abuse Testing	1
Grand Total	297

High Risk Allegations

Stops, Frisks, Searches and Profiling - Fourth Amendment Protections against Search and Seizure

When reviewing all complaints filed, OIPM identified 72 complaints containing 207 allegations that appeared to be related to complainants' Fourth Amendment rights. These complaints were about improper searches, stops without reasonable suspicion, discrimination, and bias based policing.

The dispositions of these investigations are detailed in **APPENDIX E: FOURTH AMENDMENT ALLEGATION DISPOSITIONS**:

APPENDIX E: FOURTH AMENDMENT ALLEGATION DISPOSITIONS

Duplicate	Sustained	Exonerated	Unfounded	NFIM	Not Sustained	Pending	Total
1	32	28	55	1	32	50	207

Recommendation 5:



It is difficult to determine, definitively, which complaints are regarding Fourth Amendment issues. Most of the potential allegations that could be related to the Fourth Amendment protections against illegal search and seizure either fall under NOPD's Instructions from Authoritative Source or Adherence to Law policies. However, many other types of misconduct also fall under these policies and it's difficult to distinguish the high-risk category of complaints related to the Fourth Amendment. NOPD's IAPRO database has a "category flag" feature as well as a tab for data entry called "statistical." Both of these features are capable of tracking Fourth Amendment related complaints. Additionally, OIPM and NOPD can simply agree upon a list of allegations that signal potential Fourth Amendment violations and instruct PIB intake staff to assign allegations accordingly. OIPM recommends that NOPD adopt one of these recommended methods or some other method of explicitly tracking complaints related to the Fourth Amendment protections.

NOPD Response: PIB agrees with the OIPM that Fourth Amendment allegations needs to be tracked or "flagged". PIB is looking forward to working with the OIPM on this process. (See Recommendation 4 above)

Anonymous Complaints

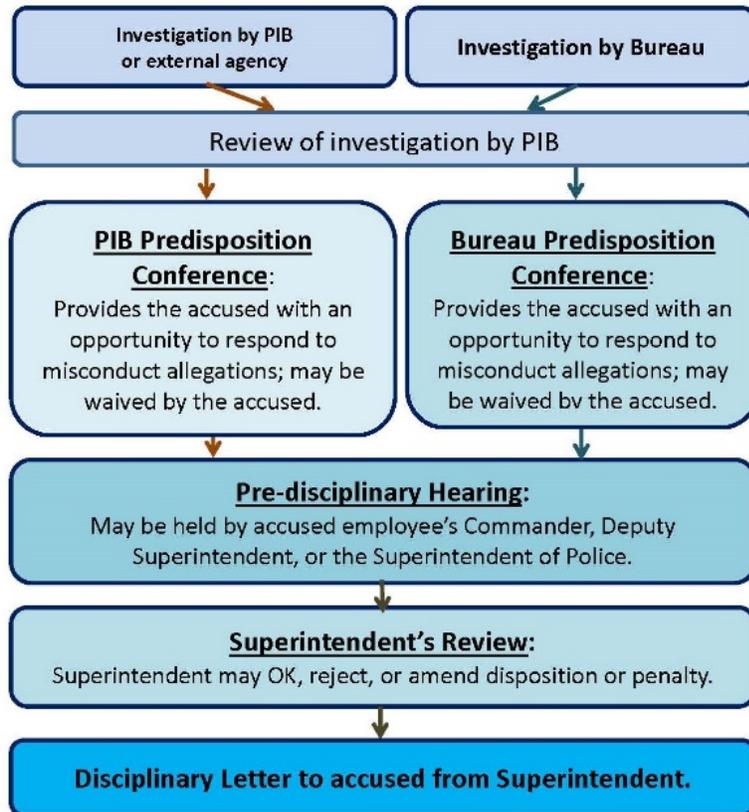
Complainants occasionally wish to remain anonymous. It is difficult to determine their reasons but one of the impetus for setting up an anonymous complaints process was to address civilian concerns about retaliation when filing complaints. In 2016, four out of 99 contacts received by the OIPM involved anonymous complainants. All four of these complaints contained content that would most likely only be available to NOPD officers. For instance, one complaint was alleging that a supervisor in a division not open to the public was sleeping on duty. NOPD recorded 21 anonymous complainants as well as five citizen initiated complaints that have no complainant information in the record. OIPM presumes that those five complaints were anonymous as well.

Disciplinary Proceedings

Background

Under the statutory authority provided by the Code of Ordinances of the City of New Orleans, the Office of the Independent Police Monitor [OIPM] shall monitor the New Orleans Police Department's [NOPD] internal investigations of officers and the NOPD's

FIGURE 5: DISCIPLINARY PROCESS FLOW CHART



discipline of those officers. Moreover, the Independent Police Monitor shall assess the quality and timeliness of NOPD investigations. As to disciplinary hearings, the OIPM shall, as appropriate, make determinations as to whether departmental rules or polices have been violated, make recommendations regarding appropriate discipline, and review the appropriateness of disciplinary sanctions. See Code of Ordinances of the City of New Orleans, Ch. 2, Art. XIII, Sec. 2-1121, paras. 3 & 13.

NOPD's rules regarding disciplinary hearings can

be found in Policy 26.2 in the NOPD Operations Manual which, in its definition of "hearing officer" states, "For a PIB predisposition conference, the hearing officer may be the PIB Deputy Superintendent, or his or her designee, who must be a supervisor with the rank of sergeant or higher and have a rank equal to or higher than the rank of the accused. For a Bureau predisposition conference or pre-disciplinary hearing, the hearing officer may be the accused employee's District/Division Commander, a Deputy Superintendent, or the Superintendent of Police. Each officer, regardless of the classification of the allegation, has the right to a pre-disposition conference." Depending on classification and the investigator assigned, that conference may occur at Public

Integrity Bureau or some other Bureau. A flow chart of how discipline progresses can be found in policy 26.2 and is in **FIGURE 5: DISCIPLINARY PROCESS FLOW CHART**.

The NOPD's Misconduct Investigation policy, 52.1.1, states that PIB must investigate allegations of serious misconduct. "The investigation of an alleged administrative violation involving serious misconduct shall be completed by PIB, and any complaint deemed by the PIB Deputy Superintendent or his/her designee to be of a serious nature may be retained within PIB for investigation."¹² "Serious misconduct" as defined by the policy is:

"Misconduct allegations ... including but not limited to: • discriminatory policing; • false arrest; • "planting" evidence; • untruthfulness/false statements; • unlawful search; • retaliation; • sexual misconduct; • domestic violence; • misconduct implicating the conduct of the supervisory or command leadership of the subject employee; and • any allegation that a Commander request be investigated by PIB rather than by the accused employee's Bureau. An investigation that requires the assistance of a specialized or support unit shall be coordinated with that unit's commander."¹³

As a practice over the past six years, OIPM attends disciplinary hearings that contain allegations that have the potential for a major suspension or dismissal. Under old policy, the distinction was a bit clearer because all serious disciplinary hearings were handled by Bureau Deputy Superintendents and all minor discipline was handled by District Commanders. At that time, OIPM attended all Bureau level hearings. OIPM expects that, if it is possible for an officer to be suspended for more than three days or dismissed because of a misconduct allegation, OIPM will be notified of the disciplinary hearing.

The information below was gathered by OIPM while monitoring fourteen (14) Hearings on 2016. OIPM was notified of these hearings by NOPD and all of them involved allegations that could have resulted in discipline greater than a three-day suspension. These hearings were related to 100 different allegations against 38 individual officers. One officer was subject to a disciplinary hearing twice in 2016. In that officer's first hearing, the allegations against him were not sustained. In the second, the officer was demoted. The average number of allegations per hearing was 6.7. The median number of allegations per hearing was four (4). The average number of accused officers in each

¹² Policy 52.1., paragraph 61.

¹³ Policy 52.1.1, paragraph 52

hearing was 2.6 and the median number was one (1). Most hearings involved 1 accused officer but one hearing involved eleven (11) accused officers. Twenty-seven (27) of the thirty-nine (39) officers subject to disciplinary hearings were black male, the largest majority of those disciplined. The majority of NOPD officers are black males.

APPENDIX F: MAJOR DISCIPLINARY DECISIONS

Resigned Under Investigation - Sustained and Awaiting Hearing	1
Demotion	1
Letter of Counseling	2
Hearing has not yet occurred	3
Letter of Reprimand	7
Dismissal	8
Unknown	8
Suspension	26
Grand Total	56

Suspensions:

In these major disciplinary hearings, eight (8) officers were suspended. The average and median number of days these officers were suspended was two (2); however, four officers received suspensions more than 15 days and four received suspensions of three days or less.

Appendix G: Allegations for which NOPD Officers Were Disciplined

Allegation	Number of Officer Disciplined
FALSE OR INACCURATE REPORTS: “An employee shall not knowingly make, or cause or allow to be made, a false or inaccurate oral or written record or report of an official nature, or intentionally withhold material matter from such report or statement.” ¹⁴	1
COURTESY: “Employees shall be courteous, civil, and respectful in their conduct toward all persons. The use of profane, vulgar or discourteous gestures or language to or in the presence of any citizen is prohibited. The use of profane, vulgar or discourteous gestures or language, either verbal or written, by one employee to another employee is prohibited.” ¹⁵	1

¹⁴ NOPD Rule Six: Official Information PR1021.8.2

¹⁵ NOPD Rule Two - Moral Conduct 2:2

<p>USE OF ALCOHOL/DRUGS OFF DUTY: “Employees while off-duty, shall refrain from consuming intoxicating beverages to the extent that it results in impairment, intoxication, obnoxious or offensive behavior which would discredit them, the Department, or render the employees unfit to report for their next regular tour of duty. Commissioned employees of the Police Department shall refrain from carrying a firearm while consuming alcohol or while under its influence.”¹⁶</p>	2
<p>TRUTHFULNESS: Employees are required to be truthful at all times, in their spoken, written, or electronic communications, whether under oath or not, in all matters and official investigations relating to the scope of their employment and operations of the Department. ¹⁷</p>	2
<p>PROFESSIONALISM: “Employees shall conduct themselves in a professional manner with the utmost concern for the dignity of the individual with whom they are interacting. Employees shall not unnecessarily inconvenience or demean any individual or otherwise act in a manner which brings discredit to the employee or the Police Department.”¹⁸</p>	4
<p>ADHERENCE TO LAW: “Employees shall act in accordance with the constitutions, statutes, ordinances, administrative regulations, and the official interpretations thereof, of the United States, the State of Louisiana, and the City of New Orleans, but when in another jurisdiction shall obey the applicable laws. Neither ignorance of the law, its interpretations, nor failure to be physically arrested and charged, shall be regarded as a valid defense against the requirements of this rule.”¹⁹</p>	5
<p>NEGLECT OF DUTY: “Each member, because of his grade and assignment, is required to perform certain duties and assume certain responsibilities. A member's failure to properly function in either or both of these areas constitutes a neglect of duty.”²⁰</p>	7
<p>INSTRUCTIONS FROM AUTHORITATIVE SOURCE: “A member shall professionally, promptly, and fully abide by or execute instructions issued from any authoritative source. If the instructions are reasonably believed to be in conflict with the Rules</p>	16

¹⁶ NOPD Rule Three – Professional Conduct 3:9

¹⁷ NOPD Rule Two – Moral Conduct PR 1021.4.3

¹⁸ NOPD Rule Three – Professional Conduct 3:1, PR 1021.5.1

¹⁹ NOPD Rule Two – Moral Conduct 2:1, PR 1021.4.1

²⁰ NOPD Rule Four – Performance of Duty 4:4, PR 1021.6.4

and Procedures of the Department or other issued instructions, this fact shall respectfully be made known to the issuing authority. If the issuing authority elects to insist upon execution of the instructions which are reasonably believed to be in conflict with Department Rules and Procedures, then the member receiving the instructions shall have the right to request and is entitled to receive, IMMEDIATELY, said instructions in writing, except in cases of emergency as determined by the supervisor. The issuing authority shall be held responsible should any conflict materialize; however, no instructions shall be issued or executed which are in violation of the law.”²¹

Information about Overall Discipline

In addition to the disciplinary hearings monitored by OIPM, NOPD has other disciplinary proceedings. Through practice, OIPM expects those proceedings to be for minor disciplinary matters that would not result in more than a three-day suspension. To report on all disciplinary outcomes, OIPM requested information about all discipline from NOPD. This section details the results of that information request.

A Note about NOPD Record Keeping:

Ideally, OIPM would analyze disciplinary decisions by officer demographics, allegations, hearing officers, investigators, and officer assignment. The OIPM could identify all sustained allegations through the IAPRO database but that database does not yet contain all relevant disciplinary information. The database did not include whether and when the disciplinary penalty was carried out. There are several reasons why the data of disciplinary sentence being served is relevant:

- Some officers have expressed a concern that delays in completing disciplinary sentences negatively impacts their ability to get promotions, details, and other economic or professional incentives.
- OIPM is charged with analyzing data to detect patterns of disproportionate or irregular discipline. The date discipline is carried out is relevant to this analysis as well.
- Unfortunately, OIPM was unable to conduct all relevant analyses because of the form and content of the information provided. NOPD provided to OIPM eight hand written pages of information about the date officers were disciplined and the date that they completed the discipline. These pages did not contain PIB Investigation Tracking Numbers, so the OIPM could not determine, with certainty, which allegations resulted in these disciplinary dispositions. Further, OIPM could not determine if other officers were involved and what, if any, discipline they were subject to.

²¹ NOPD Rule Four – Performance of Duty 4:2, PR 1021.6.2

Therefore, OIPM recommends the following modifications to NOPD's disciplinary record keeping process:

Recommendation 6:

IAPRO is capable of housing all the relevant information, including the disciplinary sentence and the date it was carried out. Below is a screen shot of the area where this data can be stored. As is clear from the picture, the disciplinary sentence, whether it's been carried out and special notes can all be entered. OIPM recommends that NOPD cease keeping paper records of disciplinary information and store all disciplinary data in the IAPRO database. Such practice will automatically connect disciplinary information with officer history data, allegations, investigators, etc. Doing so will also eliminate the need for NOPD to provide information to the OIPM.

The information provided by NOPD to OIPM regarding disciplinary penalties carried out did not come from Public Integrity Bureau but from the Deputy Superintendent of Management Services Bureau which houses NOPD Human Resources. Although OIPM understands why Human Resources also needs disciplinary records and is in charge of ensuring that disciplinary penalties are carried out, OIPM recommends that PIB be charged with maintaining all disciplinary records in IAPRO and giving the Management Services Bureau (MSB) access to that database. For risk management reasons, PIB has the most pressing need to be informed on all matters related to discipline. Further, OIPM does not currently have access to MSB records and has no way of monitoring the disciplinary process through MSB. IAPRO is the method of access agreed to in the NOPD/OIPM MOU. Any relevant information that is not stored in IAPRO in an accurate and timely manner is effectively inaccessible to OIPM.

NOPD Response: PIB, per phone conference, agreed with the OIPM about updating the discipline served in IAPro. PIB is working with the Payroll Unit to be notified when an officer has served a suspension. Once this information is obtained from Payroll, a member of PIB will update the IAPro record in the "Action Taken Window."

Print | BT Rpt | BlueTeam | QA | Flag | Timescales | Properties

Action taken window

Action: [Dropdown]

Date: 03/26/2017

Days/hours suspended/assessed, if applicable: [Input]

Narrative: [Text Area]

Manage

Incident investigation/discipline handled at the field/unit level

The action taken or discipline has been completed

Category: [Dropdown]

Cancel Save

Discrepancies in NOPD and OIPM Data:

Given the precedents over the past six years of OIPM being notified of disciplinary hearings that have the potential for dismissal or a suspension above three days, OIPM was surprised to find that NOPD provided disciplinary data containing dismissals and major suspensions to which OIPM was not privy. It is difficult to determine the exact overlap because NOPD did not provide case numbers with the information about when disciplinary time was served out. However, OIPM did note the following difference in the data pulled by OIPM from IAPRO and the data provided to OIPM from NOPD:

- As stated earlier, OIPM monitored 14 disciplinary hearings containing 100 different allegations against 38 individual officers. PIB provided information about the disciplinary penalty, the date the penalty was assigned and the date the penalty was carried out. PIB provided 138 individual records. Amongst these records there were 133 unique penalties against unique officers – i.e. some officers repeated in the data but have different disciplinary penalties, suggesting separate disciplinary matters or – at the least – separate disciplinary penalties. OIPM found that only 3 officers appearing in OIPM’s disciplinary hearing data

also appeared in NOPD’s data provided. Additionally, only 1 of those 3 officers had the same disciplinary penalty in both OIPM’s records and NOPD’s records.

- In addition to the disciplinary hearing data, OIPM also pulled data from IAPRO about ALL complaints and their disciplinary outcomes. However, OIPM is unable to compare that information to the disciplinary data provided by NOPD because that data does not contain allegations or PIB tracking numbers. Additionally, of the 138 records provided by NOPD, 32 had the same officer with the same penalty listed in the data OIPM pulled from NOPD’s IAPRO. It is unclear why the remaining records do not seem to have a corresponding record that has the same discipline for the same officer in NOPD’s IAPRO.
- Time did not allow for OIPM to compare the PIB case numbers that are marked in IAPRO as resulting in discipline to the data about disciplinary penalties carried out that was provided to OIPM from NOPD. However, OIPM notes, that when comparing the data OIPM kept about the hearings it attended to the data about disciplinary penalties carried out provided by NOPD, only officer and penalty overlapped. No other officer for which OIPM attended a hearing and noted discipline appears in the data provided by NOPD.

The Disciplinary Outcome information provided to OIPM from NOPD is summarized in **APPENDIX H: NOPD’S DISCIPLINARY OUTCOME DATA**

APPENDIX H: NOPD’S DISCIPLINARY OUTCOME DATA

Disciplinary Outcome	Total of Officers Receiving Discipline.
Letter of Reprimand	60
1-3 days	45
> 90 days	12
3-10 days	9
10-30 days	7
Dismissal	3
30-90 days	2

Disciplinary Hearing Issues

The OIPM monitors disciplinary hearings to mitigate several risks:

- Officer Rights – The OIPM monitors disciplinary hearings to prevent abuses of officers’ rights, particularly the officer’s right to report misconduct.
- Appropriate Discipline – The OIPM monitors disciplinary hearings to ensure that NOPD appropriately disciplines officers as well as detects and addresses risk exposure discovered during officer investigations. Appropriate discipline includes NOPD’s ability to identify policy and training issues that contribute to officer errors and misconduct.
- Police Officer Bill of Rights – Louisiana Revised Statute 40:2531, also known as the Police Officer Bill of Rights requires NOPD to complete most misconduct investigations within a statutory timeline. Officers have the right to appeal discipline to the Civil Service Commission and, ultimately, to the 4th Circuit Court of Appeals. Issues of the statutory timeline and quality of evidence often impact decisions about whether to appeal. The OIPM monitors disciplinary hearings and prepares recommendations in advance of these hearings to help NOPD make disciplinary decisions that stand up to appellate scrutiny.

Access to Data

To adequately advise NOPD on disciplinary decisions, the OIPM must be able to access all the information relevant to the investigation. In 2016, the OIPM had problems accessing all of the information relevant to a disciplinary investigation on six (6) occasions. In two (2) disciplinary matters, body-worn camera video was evidence used by the investigating officer to formulate a disciplinary recommendation. In both of those cases, the body-worn camera video was not included in the investigation file and the OIPM was ultimately unable to review that video prior to the disciplinary hearing. In four disciplinary investigations, other physical evidence, such as surveillance video, cancelled checks, or a trial transcript were cited by the investigating officer as corroborating evidence but that evidence was not included in the case file and the OIPM was unable to review it prior to the hearing. Since there were only 14 hearings monitored by OIPM, this data indicates that the OIPM received incomplete information prior to disciplinary proceedings 36% of the time. However, the obstacle in reviewing this information was primarily timing. OIPM reports that, whenever possible, PIB is cooperative in making audio and other evidence available to OIPM. OIPM is unaware of the contents of NOPD’s physical file. However, NOPD has maintained that OIPM can access most relevant information by setting up a time to come to the PIB offices and

review relevant footage. OIPM maintains that process is unnecessarily time consuming and prohibitive.

Recommendation 7: NOPD should provide to OIPM read-only access to evidence.com body-worn camera videos. Additionally, NOPD should ensure that all evidence used against an officer is included in the electronic case file. In the event that NOPD experiences technical difficulties doing so, OIPM recommends that NOPD employ the secure cloud storage drive and provide OIPM an access password.

NOPD Response: PIB Response – The OIPM has unfettered access to all PIB systems and Evidence.com at the PIB office. PIB accommodates the OIPM when they request to view files, videos, etc. and has made the documents, etc. available thru the office and the MOU.

There are instances when some recordings cannot be uploaded as NOPD does not have compatible equipment to transfer the recordings to IAPRO. PIB is currently working to ensure “ALL” CD’s that are compatible are uploaded into IAPRO.

Officer Support:

Misconduct investigations often raise issues of officer support and training. NOPD has begun making policy, training and education recommendations as part of its use of force review and misconduct investigation processes. In five (5) disciplinary hearings, NOPD’s misconduct investigation file included recommendations for policy change, officer training or officer support. However, the OIPM made recommendations for policy change, officer training or officer report in eight (8) hearings. At the time of this report, the OIPM found no record in the misconduct investigation file that these recommendations were either responded to, accepted or acted upon.

Recommendation 8:

NOPD should respond to OIPM, in writing, noting whether or not it will accept and act upon OIPM’s policy, training, and tactical recommendations. Further, NOPD’s PIB should collect and track those recommendations, in a location accessible to OIPM, for risk management and accountability purposes. Although OIPM notes that many 2017 PIB investigations contain a Policy, Training, and Tactics Recommendation (PTTR) and has been told that the NOPD Training Academy collects PTTRs, it is not clear to OIPM how PIB collects and tracks these recommendations to ensure that they are carried out, have a clear picture of an officer’s risk and discipline history, and convey OIPM recommendations to PIB that come through the disciplinary process.

In an effort to ensure that PIB always gets OIPM's recommendations in these hearings, OIPM will begin copying the pre-disciplinary hearing memo to the Commander of PIB as well as the Deputy Superintendent serving as hearing officer and the Deputy Superintendent of PIB.

NOPD Response: PIB agrees that PTTR recommendations should be tracked and uploaded into IAPRO. With the new IAPRO upgrade, PIB is working on a solution with IAPro to track the documents.

The Hearing Process

The Deputy Superintendent presides over the hearing and interviews any witnesses as well as the accused officer, bringing each into the hearing one at a time. The accused officer is nearly always accompanied by legal counsel. The Deputy Superintendent asks questions as a final attempt to rectify any inconsistencies or solidify facts in the investigative record as well as allows the accused officer to make a statement regarding mitigating factors. Following rendering of statements, the Deputy Superintendent clears the room any witness or accused officer, for deliberation to commence. Deliberation is the opportunity for participants to raise questions about whether the investigation produced proof of elements of the alleged misconduct by a preponderance of the evidence. This is also an opportunity for participants to raise concerns regarding irregularities in the investigation that may create grounds for the alleged officer to appeal. Following deliberation, the accused officer returns to the room and the Deputy Superintendent recommends a judgment on each charge, which must be approved by the Superintendent of Police. The OIPM has a concern that throughout the process, the NOPD provides no access to the evidence and the investigation report for the accused officer.

Accuracy of NOPD Records

Impact of Records and Data

OIPM's oversight function as well as NOPD's supervision and accountability structures are heavily reliant on accurate data. Without accurate data, OIPM is unable to adequately monitor NOPD's accountability process, advise NOPD on policy, training or officer safety and support issues, or – perhaps most importantly- ensure that the people of New Orleans and its leadership have clear enough information about NOPD to set priorities and policy.



Quality Assurance Report

NOPD's Public Integrity Bureau uses a database called IAPro to house all information about misconduct complaint and use of force investigations. Per the Memorandum of Understanding between NOPD and OIPM, "In order to allow the IPM to fulfill its monitoring functions under the Ordinance, the IPM will have read and print access to PIB investigative files located in the IPM/PIB database. The IPM will not make edits or changes to the investigative files in the database."²² The MOU also states:

As to administrative investigations conducted by PIB, the IPM will have view only access in the IPM/PIB database to the ongoing investigation, including but not limited to complaints, reports, and evidence, as the information is added or scanned into the electronic case file in the database. PIB supervisors shall review and approve the scanned material prior to the IPM's access.²³

Accurate records facilitate OIPM being able to give a clear analysis of NOPD's accountability process.

IAPRO comes with a "quality assurance" feature that gives database users a report of all records that are incomplete. OIPM ran a quality assurance report for 2016 civilian-initiated complaint records. OIPM limited its analysis to civilian initiated complaints because those records should always contain information about a civilian, an allegation and an accused officer. Rank initiated complaints do not often contain citizen information.

²² MOU Clause 21

²³ MOU Clause 22



In its review of records of complaints filed by civilians, OIPM found the following:

- 345 of 747 (46%) citizen initiated records were complete and had no errors.
- 187 of 747 (25%) records had no address or phone number linked to the complainant. OIPM excluded anonymous complainants from this total because NOPD does not usually have contact information for anonymous complainants.
- 83 of 747 (11%) records had either a missing civilian complainant or a missing accused officer.
- There was a negligible number of records (8) that were missing allegations or that were marked closed without all allegations resolved (1). However, IAPRO does not alert the user if the allegation does not have a disposition until the case is marked “closed.” Earlier in this report, you read that there were 220 of 1821 allegations in which the disposition field was blank.

Generally, this quality assurance check shows that NOPD’s data entry is fairly accurate with respect to the information checked. However, more than half of civilian records, not related to anonymous complaints, were blank and OIPM cannot conduct accurate analysis without complete disposition and disciplinary information.

Recommendation 9:

OIPM encourages NOPD complaint intake staff to use the quality assurance function whenever they conduct data entry. OIPM also recommends that PIB supervisors run quality assurance checks on a quarterly basis. Although the percentages of entry errors are relatively small, these errors can make it difficult to reach complainants, to conduct demographic analysis, to keep accurate disciplinary records on officers and to skew the accuracy of information provided to the public.

NOPD Response: PIB agrees and has already begun this process. When an Intake Packet is processed, a quality assurance check is being performed. Also, on a quarterly basis, PIB will be conducting a statistical analysis of that quarters information in IAPro to ensure the accuracy of the information prior to year’s end and the beginning of a new Annual Reporting process.

PIB has also recommended that personnel from IAPro provide us with additional training. Recently, the IAPro system has been upgraded and new personnel with the OIPM office and PIB are utilizing the system. This would give PIB and the OIPM an opportunity to work together with issues both are having with IAPro and data collection.

Appendices

Appendix A: NOPD Awards & Commendations

Rank	Officer Name	Award Type	Reason for Award
Detective	Bryan Mulvey	Letter of Commendation	For their devotion and dedication to duty
Detective	Gerald Lee	Letter of Commendation	For their devotion and dedication to duty
Detective	Johnny Magee	Letter of Commendation	For their devotion and dedication to duty
Detective	Michael Duzmal	Letter of Commendation	For exemplary performance and dedication to duty
Detective	Michael J. Poluikis	Letter of Commendation	For their bravery and dedication to duty
Detective	Michael J. Poluikis	Letter of Commendation	For exemplary performance and dedication to duty
Detective	Perrin Gaines	Letter of Commendation	For exemplary performance and dedication to duty
Detective	Thaddeus Williams	Letter of Commendation	For their devotion and dedication to duty
Detective	Walter Edmond	Letter of Commendation	For exemplary performance and dedication to duty
Lieutenant	Andre Carter	Letter of Commendation	For their devotion and dedication to duty
Lieutenant	Daniel Anderson	Letter of Commendation	For his quick actions and dedication to duty.
Lieutenant	Kenny J. Prepetit	Letter of Commendation	For attempting to save a life without regards for their own safety.
Lieutenant	Kevin Burns	Letter of Commendation	For their devotion and dedication to duty
Lieutenant	Lejon M. Roberts	Letter of Commendation	For attempting to save a life without regards for their own safety.
Lieutenant	Octavio Baldassaro	Letter of Commendation	For his quick actions and dedication to duty.
Officer	Aristotle Stephens	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Bennet Williams	Letter of Commendation	For his quick actions and dedication to duty.
Officer	Bret Pitman	Letter of Commendation	For their bravery and dedication to duty

Officer	Bronson Gettridge	Letter of Commendation	For his quick actions and dedication to duty.
Officer	Cedric Davillier	Letter of Commendation	For their devotion and dedication to duty
Officer	Chad Cockerham	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Christopher Long	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Corrigan Hoffman	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Daniel Hiatt	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Darren J. Hartman	Letter of Commendation	For their bravery and dedication to duty
Officer	Douglas Butler	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Dylen Pazon	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Eric Vihelmesen	Letter of Commendation	For their devotion and dedication to duty
Officer	Eric Vihelmesn	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Harrold L. Nunnery, Jr.	Letter of Commendation	For their bravery and dedication to duty
Officer	James Doaty	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	James Kjellin	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Jeraire Bridges	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Jeraire Bridges	Letter of Commendation	For their devotion and dedication to duty
Officer	John McIver	Letter of Commendation	For their devotion and dedication to duty
Officer	John McIver	Letter of Commendation	For exemplary performance and dedication to duty
Officer	John Senanayake	Letter of Commendation	For exemplary performance and dedication to duty
Officer	John Waterman	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Joseph D. Davis	Letter of Commendation	For attempting to save a life without regards for their own safety.

Officer	Kenneth Jones	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Kevin Balancier	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Kevin Doucette	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Kimberly Wilson	Letter of Commendation	For their devotion and dedication to duty
Officer	Kimera Woods	Letter of Commendation	For their bravery and dedication to duty
Officer	Ladarius Johnson	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Larry Adams	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Lawrence Weathersby, Jr.	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Lawrence Weathersby, Jr.	Letter of Commendation	For their devotion and dedication to duty
Officer	Leonard E. Bendy, Jr.	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Manuel Castellon	Letter of Commendation	For his quick actions and dedication to duty.
Officer	Meghan Constantine	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Micahel Guasco	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Michael Hamilton	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Michael L. Smith	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Michael Lane	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Michael Murhammer	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Michael Murhammer	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Nakeisha Barnes	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Quannecia Booker	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Ramon Negrete	Letter of Commendation	For his quick actions and dedication to duty.

Officer	Robert Evangelist	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Rodney Brown	Letter of Commendation	For his quick actions and dedication to duty.
Officer	Russell Green	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Ryan Rousseve	Letter of Commendation	For their devotion and dedication to duty
Officer	Sean LeBouef	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Tony Burrell	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Tony Burrell	Letter of Commendation	For their devotion and dedication to duty
Officer	Travis Stokes	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Troy Williams	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Troy Williams	Letter of Commendation	For their devotion and dedication to duty
Officer	Wesley Humbles	Letter of Commendation	For his quick actions and dedication to duty.
Officer	Willard Pearson	Letter of Commendation	For their devotion and dedication to duty
Officer	William Mullaly	Letter of Commendation	For exemplary performance and dedication to duty
Officer	William Mullaly	Letter of Commendation	For exemplary performance and dedication to duty
Officer	William Torres	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Williard Pearson	Letter of Commendation	For attempting to save a life without regards for their own safety.
Officer	Charles Beau Hoffacker	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Latrell Washington	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Tracy Raney	Letter of Commendation	For exemplary performance and dedication to duty
Officer	William Mullaly	Letter of Commendation	For their devotion and dedication to duty

Sergeant	Brian Elsensohn	Letter of Commendation	For their devotion and dedication to duty
Sergeant	Brian Elsensohn	Letter of Commendation	For exemplary performance and dedication to duty
Sergeant	Dean Herrick	Letter of Commendation	For their bravery and dedication to duty
Sergeant	Eric Gillard	Letter of Commendation	For attempting to save a life without regards for their own safety.
Sergeant	Gary LaCabe	Letter of Commendation	For attempting to save a life without regards for their own safety.
Sergeant	George Olivier	Letter of Commendation	For exemplary performance and dedication to duty
Sergeant	Kenny Temple	Letter of Commendation	For exemplary performance and dedication to duty
Sergeant	Marc Boudreau	Letter of Commendation	For their bravery and dedication to duty
Sergeant	Michael Stalbert	Letter of Commendation	For exemplary performance and dedication to duty
Sergeant	Nicole Powell	Letter of Commendation	For exemplary performance and dedication to duty
Sergeant	Regina Williams	Letter of Commendation	For their devotion and dedication to duty
Sergeant	Steven Gilliam	Letter of Commendation	For attempting to save a life without regards for their own safety.
Sergeant	Stuart Smith	Letter of Commendation	For exemplary performance and dedication to duty
Officer	Corey Lauer	Letter of Lifesaving	For rescuing lives without regards for their own safety
Officer	Quannecia Booker	Letter of Lifesaving	For exemplary performance during the course of duty that saved the life of a citizen
Officer	Tomeka Anderson	Letter of Lifesaving	For rescuing lives without regards for their own safety
Officer	Tim Jones	Medal of Achievement	For his quick actions and dedication to duty.
Commander	Christopher Goodly	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Commander	Hans Ganthier	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Detective	Chad Cockerham	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals

Detective	Kevin Williams	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Cedric Davillier	Medal of Commendation	For their bravery and dedication to duty
Officer	Cedric Davillier	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Darius Henry	Medal of Commendation	For their bravery and dedication to duty
Officer	Devin Joseph	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Dylen Pazon	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Ernest C. Alex	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Jehan Senanayake	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Jeraire Bridges	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	John McIver	Medal of Commendation	For their bravery and dedication to duty
Officer	John McIver	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Ladarious Johnson	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Lawrence Jones	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Lawrence Jones	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Lawrence Weathersby, Jr.	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Nicholas Kozlowski	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Raymond Smith	Medal of Commendation	For their bravery and dedication to duty
Officer	Raymond Smith	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Stephen McGee	Medal of Commendation	For their bravery and dedication to duty

Officer	Stephen McGee	Medal of Commendation	For their relentless pursuit of a suspect wanted for killing an NOPD officer
Officer	William Mullaly	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Officer	Dylan Warter	Medal of Commendation	For their relentless pursuit of a suspect wanted for killing an NOPD officer
Officer	Tony Burrell	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Segeant	Joseph Davis	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Sergeant	Brian Elsensohn	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Sergeant	Eric Gillard	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Sergeant	Gary LaCabe	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Sergeant	Marc Boudreau	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Sergeant	Victor Gant, Jr.	Medal of Commendation	For their dedication to duty and apprehension of dangerous criminals
Lieutenant	Daniel Anderson	Medal of Lifesaving	For courage and devotion to duty without regard for his own personal safety.
Officer	William Mullaly	Medal of Lifesaving	For courage and devotion to duty without regard for his own personal safety.
Officer	Devin A. Ashmore	Medal of Merit	For Carrying out a brave act beyond the call of duty
Officer	Frederick L. Carter	Medal of Merit	For courage and devotion to duty without regard for his own personal safety.
Officer	Jacob Lundy	Medal of Merit	For Carrying out a brave act beyond the call of duty
Officer	James Doaty	Medal of Merit	For Carrying out a brave act beyond the call of duty
Officer	Kenneth Gill	Medal of Merit	For Carrying out a brave act beyond the call of duty
Officer	Matthew S. Bencik	Medal of Merit	For Carrying out a brave act beyond the call of duty
Officer	Timothy Bender	Medal of Merit	For Carrying out a brave act beyond the call of duty
Detective	Chad Cockerham	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Detective	DeCynda C. Chambers	Unit Citation Achievement	For their devotion to duty and outstanding work performance.

Detective	Elliot J. Gray	Unit Citation Achievement	For exemplary performance and dedication to duty
Detective	Everett Briscoe	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Detective	Jason Collins	Unit Citation Achievement	For exemplary performance and dedication to duty
Detective	Johnny Magee	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Detective	Kevin Williams	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Detective	Melvin Wiltz	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Detective	Robert Fuller	Unit Citation Achievement	For exemplary performance and dedication to duty
Detective	Sherife Davis	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Detective	Stephen Neveaux	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Detective	Thaddeus Williams	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Detective	Tristian Carter	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Lieutenant	Anthony Monaco	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Lieutenant	Carlton Lewis	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Chadwich Taylor	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Channing Branch	Unit Citation Achievement	For exemplary performance and dedication to duty
Officer	Cortez Hankton	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Domonique Williams	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Douglas Butler	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Elliot J. Gray	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Erick Sosa	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	John Wild	Unit Citation Achievement	For exemplary performance and dedication to duty

Officer	Jonathan Burnette	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Joseph Joia	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Joseph Joia	Unit Citation Achievement	For exemplary performance and dedication to duty
Officer	Justin Almeida	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Larry Adams	Unit Citation Achievement	For exemplary performance and dedication to duty
Officer	Louis D. Labat III	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Mark A. Schmidt	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Matthew White	Unit Citation Achievement	For exemplary performance and dedication to duty
Officer	Michelle Bickham	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Reno Bax	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Roy Shackelford	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Ryan Rousseve	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Ryne Schuler	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Sharon Mahan	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Steven Roshto	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Timothy Jones	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	Tony J. Mithcell (Deceased)	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer	William Kirby	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Officer Support Specialist	Natasha Frzier	Unit Citation Achievement	For their devotion to duty and outstanding work performance.

Police Technician	Carmen Osorio	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Police Technician	Gabrielle Lofton	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Police Technician	Lisa GaRay	Unit Citation Achievement	For exemplary performance and dedication to duty
Sergeant	Gary J. LaCabe	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Sergeant	Gary Lewis	Unit Citation Achievement	For their devotion to duty and outstanding work performance.
Sergeant	Mark C. Mumme	Unit Citation Achievement	For their devotion to duty and outstanding work performance.