

**Office of the Independent Police Monitor**

**City of New Orleans**

**Report on  
Claims for Damages in 2019  
and 2020**



May 30, 2021

Independent Police Monitor

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## Office of the Independent Police Monitor

### Mission and Responsibilities

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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 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 OIPM 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 partnerships.
- 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. Although OIPM works with other criminal justice system groups, it is not responsible for oversight of any other agency. However, OIPM is mindful of the impact of these other criminal justice groups upon the operations of NOPD and will attempt to analyze that impact in future reports. OIPM continues to accomplish 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. In 2019, OIPM added another focused activity to the mission. OIPM now reviews the patterns relating to civil claims and lawsuits filed against NOPD, some of which allege New Orleans Police Department misconduct, payout amounts over time, units disproportionately represented as subjects of claims and lawsuits, related training, and other issues. The OIPM's included recommendations to improve NOPD's accountability systems originate from these activities.



## A Note from the Independent Police Monitor

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The Independent Police Monitor is required to issue at least one public report each year, by May 30, to the Ethics Review Board and New Orleans City Council detailing its monitoring and review activities and the appropriate statistical information from the internal investigations office, and other divisions of the New Orleans Police Department (NOPD). The Independent Police Monitor shall be required to report upon problems it has identified, recommendations made, and recommendations adopted by the New Orleans Police Department. The report shall also identify commendable performance by the New Orleans Police Department and improvements made by the department to enhance the department's professionalism, accountability, and transparency.

Ordinarily the Office of the Independent Police Monitor uses this report as an opportunity to provide the community, the NOPD, and the Ethics Review Board with relevant policing data from the year. This data review utilizes data inputted by the NOPD but analyzed by the OIPM. In this data analysis, the OIPM identifies potential patterns and trends within misconduct complaints, disciplinary proceedings, use of force and critical incidents and puts forth recommendations. The OIPM Annual Report is an opportunity for both the OIPM and the NOPD to reflect on the year of policing through this data work and create a plan for the coming year on how to better work together to change problematic trends and continue positive ones. However, due to the Cyber-Attack on the City of New Orleans in December 2019, the NOPD and the OIPM did not have access to shared databases until summer of 2020. The impact of the Cyber-Attack is still an obstacle to our data work today since relevant data from 2019 and 2020 is still being entered into these systems. As a result, the OIPM accessed what data was available to include in this report but will note that our ability to provide the full data analysis, critique of our data partnerships with the NOPD, and assessment of NOPD's compliance with data tracking, is more limited than we hope it will be in 2021.

Despite this setback, the OIPM still looks forward to presenting this year's Annual Report. This was a unique year for our community and for our office. Due to the Covid19 pandemic, the OIPM was forced to work remotely for most of the year and adapt our services to better respond to the changing needs of the community through this public health and safety crisis. This meant expanding our recommendations to include how officers used summons in lieu of arrests, the use of checkpoints, and Personal Protective Equipment (PPE) when officers engaged with the public or were in the workspace.

On May 25, 2020, the whole country was shaken by the death of George Floyd at the hands of police officers in Minnesota. In the wake of George Floyd's murder, the New Orleans community came together to protest and collaborate on our policing goals for our city. One protest ended with the police utilizing tear gas for the first time during a First Amendment assembly or in a crowd. In the aftermath of that tactical decision, the OIPM has worked with NOPD leadership, community activists and leaders, and those affected to determine receive



misconduct allegations, monitor the subsequent use of force investigations, and determine what role – if any – tear gas should have in the future of policing in New Orleans.

Additionally, in 2020 the city prepared for a record number of hurricanes, which resulted in the OIPM examining the NOPD's preparedness for storms and how to best serve the community during possible evacuations and emergencies.

Through all 2020, OIPM maintained a high volume of regular work. For the second year in a row, the OIPM received nearly one hundred (100) complaints of misconduct, monitored eleven (11) critical incidents, facilitated meetings for the community with the NOPD, advised on multiple policies, reviewed and monitored over sixty-four (64) disciplinary proceedings, facilitated ninety-eight (98) mediation referrals, and conducted over thirty-five (35) outreach activities. The OIPM looks forward to sharing this work from 2020 with the community, the NOPD and the Ethics Review Board.

I also want to personally note that in 2020 the city was forced to implement extensive budgetary cuts and as a result, employees, like mine in the OIPM, were forced to take furlough days and the OIPM had limited access to necessary contract services. Despite these challenges, the OIPM has remained open and dedicated to the public we seek to serve. This has not been an easy year for the team, but I am impressed by their passion and work ethic that drives this office each day. Now, as we consider the possibility that these budgetary concerns may continue into 2021, I want to assure the people of New Orleans that we will continue to serve them – to raise their voice, hear their complaints of misconduct and accounts of positive policing, to remain on call for critical incidents, and to ensure that we can provide the accountability and oversight to the NOPD that help navigate this department out of the Federal Consent Decree. We will continue to work effectively with our community and the NOPD no matter the challenges that come.

The OIPM would like to acknowledge the invaluable assistance of the Risk Manager for the City of New Orleans and the Public Integrity Bureau (PIB) for helping OIPM to meet its statutory obligations. On behalf of the OIPM, I thank Risk Manager Eldridge Morris for his efforts in strengthening this report and look forward to achieving the recommendations provided herein in 2021.

Finally, I would like to acknowledge and thank Susan Hutson for her leadership over the last eleven (11) years. Susan Hutson recently took a step back from her position as the Independent Police Monitor to run for Sheriff of New Orleans. Ms. Hutson oversaw this office through its initial creation and spearheaded valuable reform efforts within the NOPD. Ms. Hutson came to New Orleans in the shadow of Hurricane Katrina, the Danziger Bridge, and the Henry Glover shootings. When Ms. Hutson first arrived here, the city's trust in the NOPD was shaken. Shortly after her start, the city came under a Federal Consent Decree, and Ms. Hutson played a vital role in the resulting progress NOPD made to reduce uses of force, conduct thorough misconduct investigations and investigations into critical incidents, hold officers accountable, create the community-officer mediation program, and improve public



transparency and community engagement around policing. Ms. Hutson became a national leader in police oversight. Though Ms. Hutson has taken a step back, her vision for police oversight remains.

Stella Cziment  
Acting Independent Police Monitor

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## Executive Summary

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2020 is the second year that OIPM collected, analyzed, and reported on Claims for Damages filed against NOPD. On November 19, 2020, OIPM attended its first Crash Review Board (CRB) hearing and OIPM's analysis is included in this report. OIPM would like to extend a special thanks to the city of New Orleans Risk Manager for enabling OIPM access to the Crash Review Board hearing on November 19, 2020 and assisting NOPD and OIPM with helpful recommendations at the hearing. In prior CRB hearings city of New Orleans risk manager were not in attendance and this was OIPM 2019 recommendation.

The OIPM did not have sufficient resources to devote to this project until 2019 when the OIPM. Additionally, this work allowed the OIPM to follow through on the recommendations from its Quality Assurance Review Advisory Committee's (QARAC) recommendations to report on lawsuits and claims. In the July 19, 2019 *Quality Assurance Review Advisory Committee Report for the Office of the Independent Police Monitor*, the QARAC wrote: "Municipal Ordinance Sec. 2-1121 (22) sets out as one of the duties of OIPM to monitor civil suits involving NOPD. No reports on civil suits were produced in 2018. The QAC recommends that OIPM consider keeping in one place a database on individual officers, coordinating information from use of force, complaints, discipline, and civil suits so that it can make recommendations as to particular officers." <sup>1</sup> In 2019, the OIPM started executing on that input and this report is the result of the QARAC's recommendation.

OIPM will continue to monitor all NOPD claims information because it may provide additional documentation that may not arise via civilian or use of force reports and complaints. This is important information for NOPD to utilize in its risk management processes.

The OIPM received information, regarding fifty-five (55) related claims filed in 2020, sixty-eight (68) fewer than the one hundred and twenty-three (123) NOPD related claims filed in 2019, from the City of New Orleans Risk Manager. Although a portion of the decline in the frequency of auto liability / physical damage claims recorded may be attributed to the pandemic, the Risk

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<sup>1</sup> [www.nolaipm.gov/reports](http://www.nolaipm.gov/reports)



Manager for the City of New Orleans noted the NOPD has also enhanced their activities in post-accident driver discipline and training.

The OIPM will continue to retrieve, review and report on all NOPD claims information that is sent to our office. In the future we will analyze all incident-related data, as well as make more policy and procedure recommendations to the NOPD.

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## Introduction

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The OIPM collects, analyzes, and reports on claims against NOPD in an effort to inform the NOPD of its findings regarding the substance of claims against NOPD, as well as to make recommendations based on the results of the analysis.

This report contains data and some analysis of the one-hundred and twenty-three (123) claims for damages filed against NOPD in 2019 .

With this report, the OIPM also seeks to work with the NOPD to craft procedures that will better utilize information generated in the claim for damage process. According to Joanna C. Schwartz, *“when organizations review lawsuits & claims for lessons, they can better understand weaknesses in personnel, management and policies, and craft interventions to address those weaknesses.”*<sup>2</sup>

The OIPM recognizes that “police misconduct cannot be measured by the outcome of these cases. Damage awards are based on the severity of injury, not the degree of wrongdoing.”<sup>3</sup> However drawing from the Schwartz’s “Introspection Through Litigation” article, claims and lawsuits can generate misleads or missed allegations that other law agencies could not discover. Those missed allegations can provide missing details and evidence that can help assist in resolving claims. Certain evidence is organized- interpreted and offered in ways that may prove informative.

There are three (3) reasons why plaintiffs may unearth information gone unnoticed by internal affairs investigators. *“First, plaintiff’s attorneys may have more resources than the internal investigator. Plaintiff’s attorneys might also be more motivated to uncover evidence of misconduct. Finally, litigation discovery rules allow to produce a broader range of information.”*<sup>4</sup>

Therefore, reviewing claims information is an economical way to learn about the NOPD’s behavior and this information produced from the claims process ought to be utilized to shape future policing policy and practice. Likewise, investigation of misconduct can protect the city from liability. If the NOPD can demonstrate that, as soon as they became aware of misconduct,

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<sup>2</sup> Schwartz, Joanna C. “Introspection Through Litigation,” Notre Dame Law Review 90: 1059.

<sup>3</sup> Schwartz, “Introspection Through Litigation,”1059.

<sup>4</sup> Schwartz, “Introspection Through Litigation,” 1069-1071.



they took appropriate disciplinary action, it is difficult for claimants to establish the City of New Orleans' negligence or an ongoing pattern of misconduct.

A great model of how claims, risks and resources can be utilized is by the way the Office of Inspector General (NYPDOIG) for the New York Police Department manages their lawsuits and claims data. In the NYPD OIG's report "*2019 Assessment Of Litigation Data Involving NYPD*"<sup>5</sup> released on April 30, 2019, there is substantial information provided to the New York Police Department (NYPD) that could assist the NYPD in building great rapport through transparency with the community that it serves and reduce the number of lawsuits and claims. OIPM hopes to assist the NOPD in a similar manner.

Based on the requirements and authorities of the OIPM ordinance, the OIPM has drafted this Report on Claims for Damages filed against NOPD in 2019.

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## Methodology

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The OIPM received information about fifty-five (55) claims filed in 2020. The New Orleans Risk Manager received one-hundred and twenty-three (123) claims for 2020. The OIPM reviewed all the initial civil claims and allegations and recorded the damages listed in the complaints and the involved officers. In 2019, the OIPM searched online via PACER and in person at the Civil District Court to check ensure that litigation did not result from a claim and to find out if any cases were adjudicated. In 2020, the OIPM was unable to conduct the same review due to Covid19 limitations and restrictions.

The OIPM categorized these cases by their primary type and allegations vehicle- collision with another vehicle and collision with a fixed object.

Additionally, the OIPM wanted to compare all information in the claims, including comparing the incidents, involved parties and officers to the information in NOPD's internal tracking system, IAPro. This comparison is how the OIPM planned to determine how many of the lawsuits and claims for damages have been investigated by PIB. However, as noted previously, due to the Cyber-Attack on the City of New Orleans in December 2019, the NOPD and the OIPM have been unable to completely access the necessary shared database that stored the data necessary to complete this work. This Cyber-Attack is still an obstacle to our data work today and for that reason, the OIPM is unable to compare lawsuits and claims for damages to PIB investigations for Consent Decree compliance. The OIPM has worked with the NOPD leadership and the City of New Orleans to restore the OIPM's complete access to those necessary databases. In mid-July in 2020 the shared database was accessible to the OIPM staff, but with limitations.

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<sup>5</sup> N.Y.C. DEP'T OF INVESTIGATION, OFFICE OF THE INSPECTOR GEN. FOR THE NYPD, ONGOING EXAMINATION OF LITIGATION DATA INVOLVING NYPD (2019)

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Finally, the OIPM researched national best practices for utilizing information from civil lawsuits to improve organizational behavior. Details from this research are outlined in the recommendations.

## Review of Claims

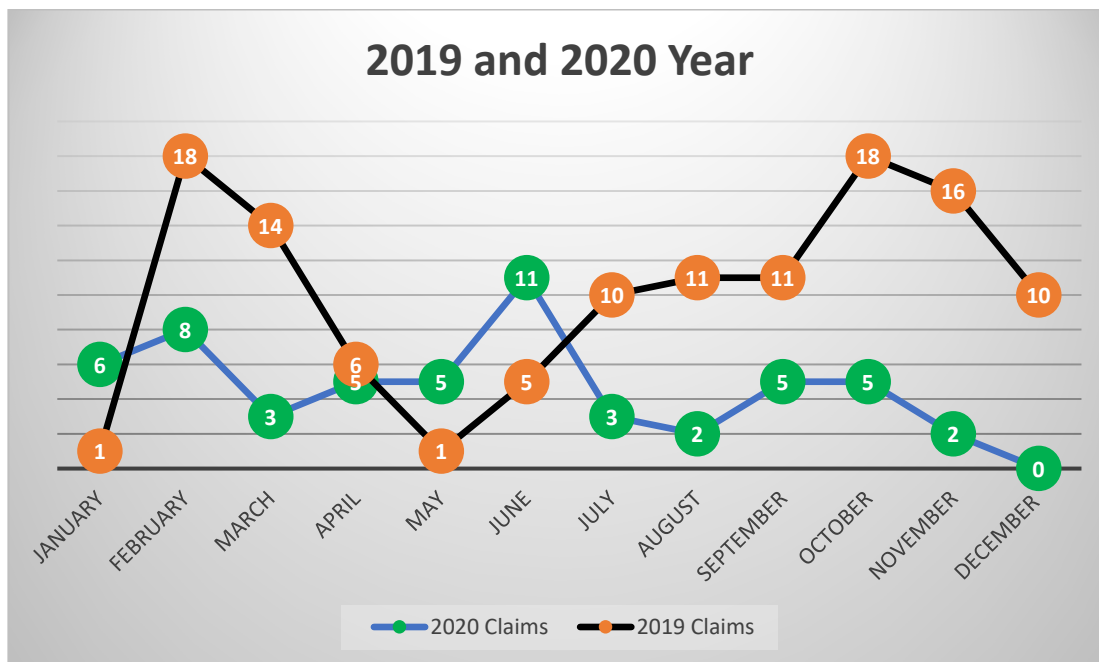
### Numbers, Status, Types of Claims and Findings

OIPM reviewed fifty-five (55) claims filed against NOPD in 2020, and one hundred and twenty-three claims (123) against NOPD in 2019. One hundred and twenty-one (121) claims were related to vehicle accidents.

One hundred and four (104) claims were closed and nineteen (19) remained open. In 2019 there was a total of eighty-five (87) officers and one (1) non-NOPD officer involved in these claims.

Our office was not provided the claimant demographics, gender, race, and age, nor could we obtain that data from NOPD systems due to the December cyber-attack. Therefore, in this report we will not be able to provide nor analyze that data. We will supplement the demographic information as a part of our 2020 Annual Report and update the data at <https://data.nolaipm.gov/datasets/nopd-lawsuits/>.

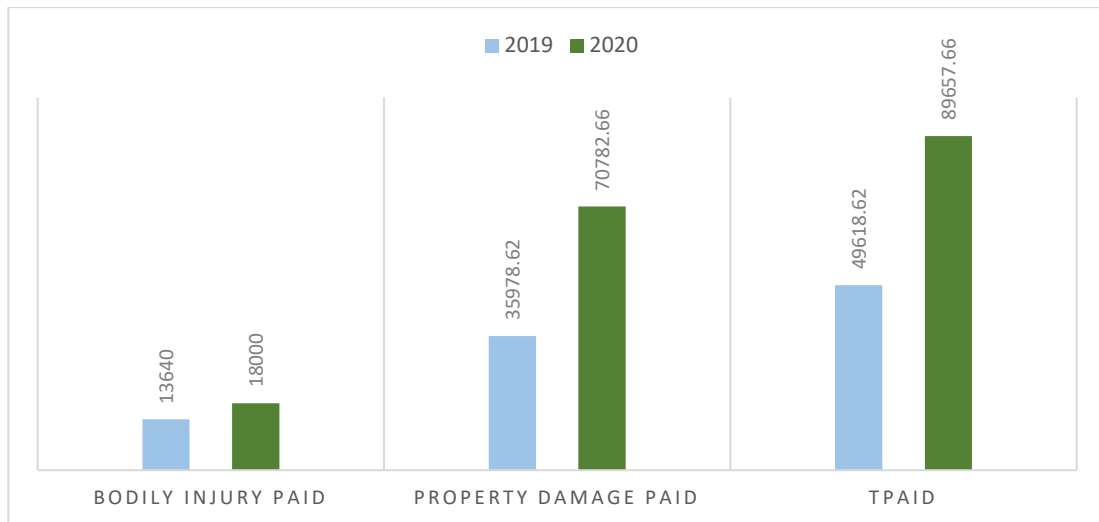
**Figure 1: Occurrence by Month**



In Figure 1, the OIPM provides the monthly data for the year of 2019 and 2020 about when a claim occurred. In 2019 February and October were the highest months. October having eighteen (18) claims and February eighteen (18) claims. January and May were the lowest

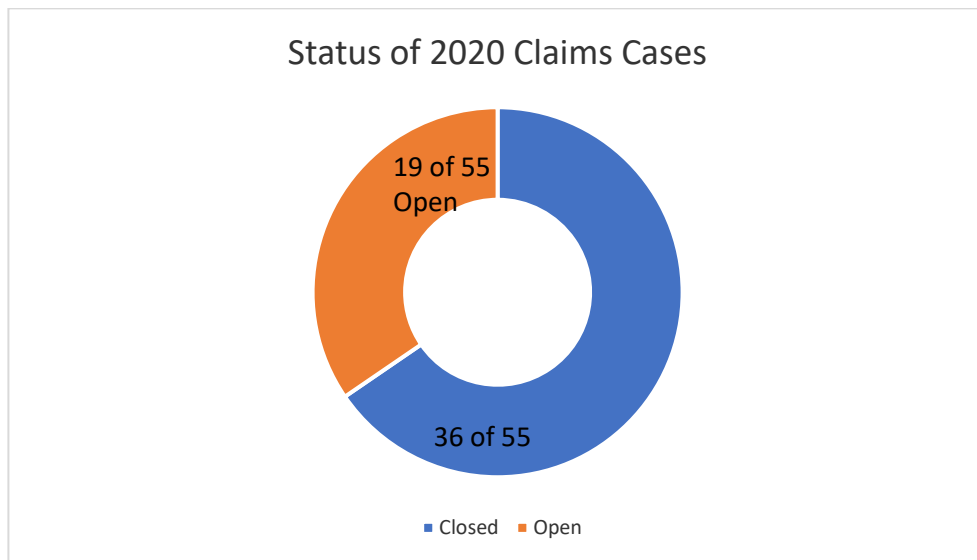
months, both months having only one (1) claim. In 2020 June had the highest months of claims filed. June having eleven (11) claims. December was the lowest month having no claim filed.

**Figure 2: Bodily Injury Payouts Property Damage Payouts**



The claims data for 2019 and 2020 involved payouts of claims for bodily injury and property damage, the payout amounts are listed in Table 2. One hundred and four (104) claims were closed out for various reasons, with nineteen (19) remaining open at the end of 2019. In Figure 2: 2020 Status of Claims there are nineteen (19) open claims and thirty-six (36) closed claims at the end of 2020.

**Figure 3: 2020 Status of Claims**



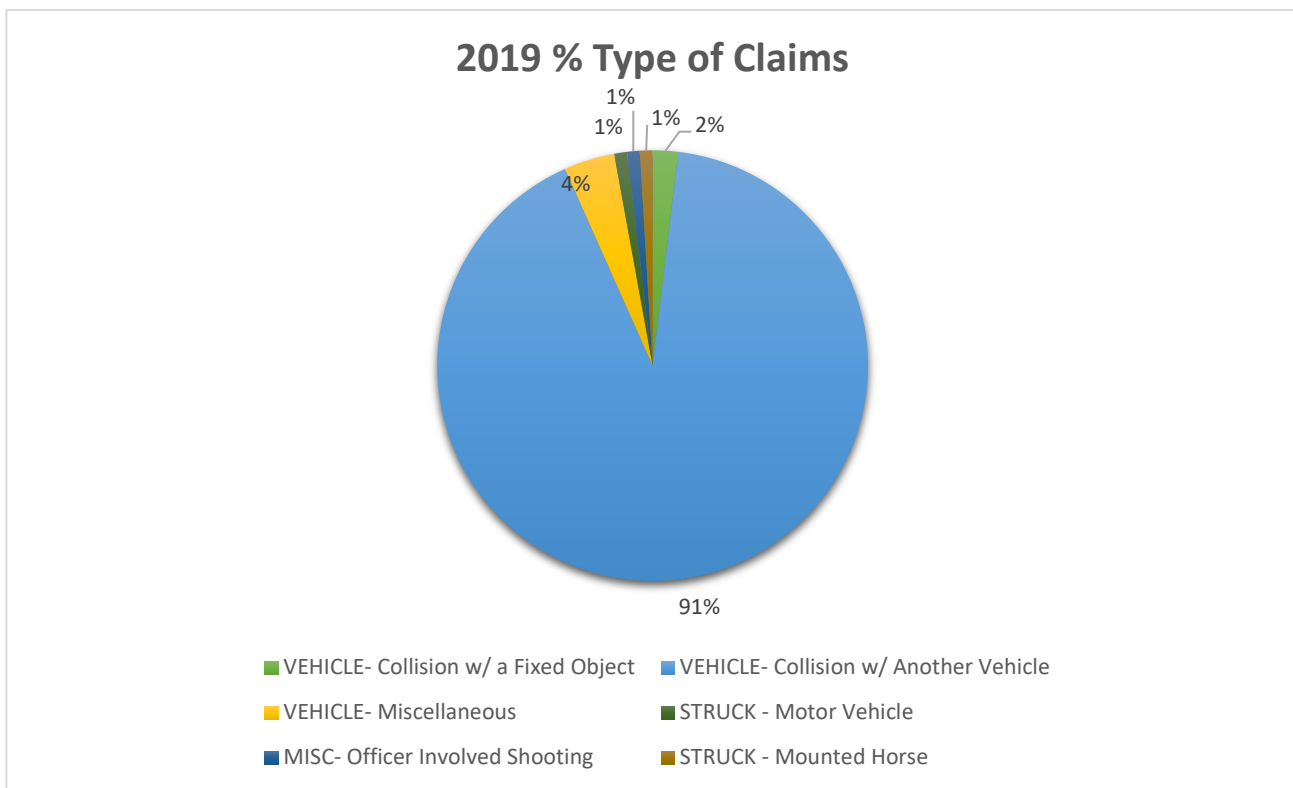
In 2019 there were one hundred and twenty-three (123) claims:

- Eighty-seven (87) officers and one (1) non-officer involved;
- Two (2) officers involved in the Officer Involved Shooting
- One mounted horse involved claim
- One collision with an unoccupied vehicle;
- One hundred and four (104) claims were closed for various reasons;
- Nineteen (19) claims remain open;
- Seventy-one (71) officers with one (1) claim; and
- Seventeen (17) officers were involved in more than one (1) claim

In 2020 there were fifty-five (55) claims:

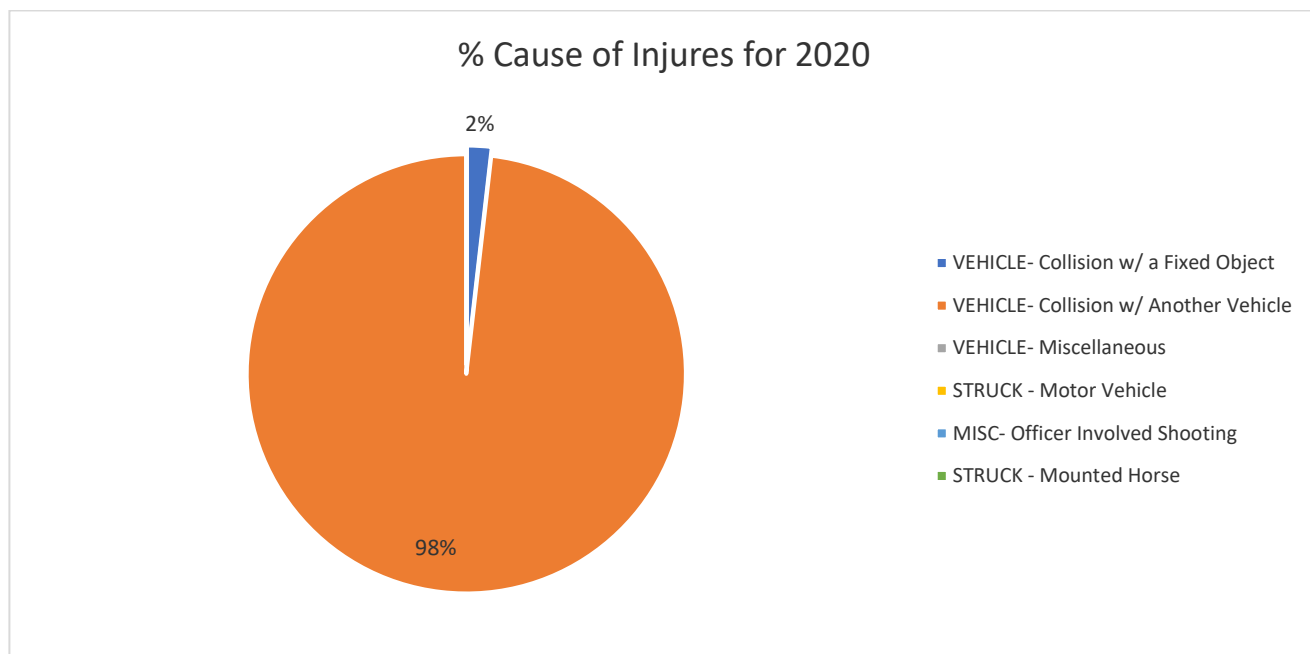
- Forty-one (41) officers and three (3) unknown involved;
- No Officer Involved Shooting claims
- One officer vehicle collision w/ a fixed object
- Fifty- four (54) officer vehicle collision with another vehicle
- Nineteen (19) claims remain open
- Thirty-six (36) claims were closed for various reasons;
- Forty (40) officers were involved in (1) claim; and
- Nine (9) officers had than (2) or more claims

**Figure 4: 2019 Type of Claims - Percentages**



In Figure 4 we illustrate the types of claims, including collisions, that were sent to our office. Ninety-one percent (91%) involved a collision with another vehicle, (4%) were labeled miscellaneous, (2%) involved collisions with a fixed object, (1%) involved a collision with an unoccupied motor vehicle, (1%) involved an officer involved shooting and (1%) involved a claimant struck by a mounted horse.

**Figure 5: 2020 Type of Claims - Percentages**



In Figure 5, are the types of claims, including collisions, that were sent to OIPM. Ninety-eight percent (98%) involved a collision with another vehicle, and two (2%) involved collisions with a fixed object. There were no labeled miscellaneous, involved a collision with an unoccupied motor vehicle, involved an officer involved shooting and involved a claimant struck by a mounted horse. The only claims filed were the involved collisions with another vehicle and collision with an unoccupied motor vehicle.

### Information Provided to OIPM

Even though there are three (3) specific types of collisions listed, other agencies that collect claims data also provide the following information:

- Vehicle Rollover
- Single Car Accident
- Rear-end Collision
- Side-impact Collision
- Head-on Collision

Additionally, the OIPM is given the incident date, date claim is made, incident address, incident zip codes, incident parish/county, involved officers' names and amounts/body injury. The appreciates the cooperation and information shared by the City of New Orleans Risk Manager. Moving forward, it would be helpful if the City of New Orleans could collect and share the following additional information:

- Documents or evidence which will inform whether the officer is alleged to have caused the accident.
- Claimant demographics including gender, race, and age
- NOPD employee identification numbers
- Incident time
- On duty or off duty status of officers at the time of incident
- Citations or charges against any officers
- Citations or charges against any claimants
- Injuries and type of injuries including if anyone was hospitalized

The OIPM is seeking to improve transparency around police accountability systems through public facing databases. Receiving, analyzing and reporting on this additional information will help with achieving that goal.

The OIPM will work with the city of New Orleans moving forward to receive, analyze, and report this information in future reports.

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## Police Crash Review Practices

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During the OIPM's research of other police departments to determine national best practice, the OIPM was impressed by how other police departments manage their internal claims reporting and the OIPM recommends the NOPD consider adopting the similar strategies. The OIPM looked to the police departments in Chicago, District of Columbia (Metropolitan), and Worcester, New York. The OIPM analyzed the data policies in these other jurisdictions to learn how these agencies managed and reported crash / automobile accidents data. Below are areas the OIPM identified as important to provide to the community:

1. Information about the operations of internal Crash Review Boards; and
2. The content of the forms and reports that must be completed to properly document an officer's accident.

Here in New Orleans, the Crash Review Board assists the NOPD by initiating an accident reduction program geared to the prevention of police officer and public injury and maintenance of departmental vehicles. The Crash Review Board is part of the administration of this program.

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This Board also coordinates services and repairs of NOPD vehicles with the City's centralized Equipment Maintenance Division (EMD). The members of the Crash Review Board only meet when possible or will convene at least six (6) times per year. The OIPM does not normally attend these board hearings but may do so in the future and will seek to obtain any data generated by the CRB.

Although the NOPD's policy calls for a representative of the City's Claims Adjuster to attend the Crash Review Board, the OIPM was advised that the City of New Orleans Risk Manager does not have any involvement with the NOPD's Crash Review Board. The Risk Manager is primarily involved with NOPD workers compensation claim matters and liability (non-litigated) claims. All litigation matters are handled by the City Attorney's Office. There is a third-party agency, Hammerman & Gainer, Inc., and this agency investigates most of the claims filed against the city. They do not have the settlement authority on any of the claims, but the Hammerman & Gainer, Inc. does provide the City's Risk Manager with a breakdown of each claim. Based off the claim type, it is the Risk Manager's duty to make sure that the appropriate amount of bodily injury and property damage claims are settled, or disputed, and/or closed out for all of the 2019 claims.

The Risk Manager meets with NOPD every month, but the main focus has been on work compensation and meetings with the fleet manager for getting repairs done on vehicles. These monthly meetings have included the Risk Manager, NOPD's workers compensation team and personnel of Hammerman & Grainer, Inc.

The claims data is stored offsite by Hammerman & Grainer, Inc. OIPM was able to receive the claims by email. Additionally, the City of New Orleans has a NOLA.GOV Data portal for its civilians traffic infractions data, but not a database in place for NOPD employee traffic infraction data. For public safety reasons, the OIPM recommends tracking and publicly sharing this information regarding how NOPD officers are conducting themselves on community roadways.

Again, as noted, OIPM was unable to review the PIB IAPro database to determine how any misconduct mentioned in the list of claims may have been investigated by the PIB. However, the OIPM office already had one misconduct investigation in the OIPM internal database. A majority of the officers that are listed in the claims have other complaint incidents, as noted in the OIPM's IAPro database, besides traffic or automobile related accidents.

Once an officer has serious traffic violations alleged against him or her, there may be a disciplinary proceeding. OIPM staff attends some of these disciplinary hearings and monitors the process of these hearings. Recently there were two officers were terminated for traffic infractions and other allegations.

One officer failed to be honest on his report and document his involvement in a traffic accident with a member of the public while in a department assigned vehicle. This high-ranking officer was involved in a fender-bender but failed to provide vehicle or insurance information to the civilian whose vehicle he struck nor did he accurately report to the NOPD his involvement in



the accident and what vehicle he was driving at the time of the accident. Eventually, the NOPD determined that this officer knowingly provided false and inaccurate information to leadership regarding his involvement in the accident and the officer's employment was terminated.

Another officer was driving under the influence of alcohol in a take-home police vehicle and then got into an accident. This officer was assigned a take-home police vehicle for her to use during her commute to and from work. There are specific rules about what an officer can do in the take-home vehicles, including the presence of passengers and the consumption of alcohol, even when off duty. In this case, the Superintendent's Committee determined the officer misused the department vehicle while off duty while intoxicated and transporting a civilian passenger and then getting into a traffic accident. As a result, this officer's employment was terminated.

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## Recommendations

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OIPM has gathered and studied the list of claims to better utilize this information and accordingly, OIPM makes the following 2019 recommendations so that it can best move forward with its efforts to utilize claims data in the future:

### **2019 Recommendation 1:**

- OIPM and NOPD work together to report on NOPD's Crash Review Board operations or NOPD provides that information to OIPM to report. NOPD or PIB should research other police departments that have an improved system to handle accidents. OIPM has conducted a comprehensive research on several agencies and has plenty of data available to share.

### **2019 Recommendation 2:**

- OIPM and NOPD work together to ensure that the Crash Review Board policy should be revisited on a regular basis and revised for best practices that other agencies are successfully employing to assist in lowering settlements and payouts.

### **2019 Recommendation 3:**

- OIPM and NOPD work together to review the claims and the corresponding involved officers. Both offices should also determine if those officers are still in NOPD's employ and conduct a risk assessment as determined appropriate. We also recommend that NOPD publishes this information like how it publishes information about internal discipline against officers.

### **2019 Recommendation 4:**

- The City of New Orleans has a NOLA.GOV Data portal for its civilians traffic infractions data, but not a database in place for its New Orleans police department traffic infractions data. A database would enable the NOPD to publicly share this relevant information and how officers are held accountable.



**2019 Recommendation 5:**

- OIPM recommends that the Risk Manager of the City of New Orleans becomes a member of the NOPD’s Crash Review Board because of his extensive knowledge and decades of experience in managing the claims. The Risk Manager should be able to recommend policy improvements to assist NOPD in lowering the claims in the future.

**2019 Recommendation 6:**

- OIPM would like to know more about the officers involved in automobile claims. At this time, the OIPM cannot determine if these officers were on-duty or off-duty when the police involved accidents occurred. The Risk Manager believed that on-duty and off-duty officers would be a part of the claims information. It was noted that NOPD officers do not receive citations for their accidents if they occur during the performance and scope of their employment.

**Figure 6: 2019 Status of Recommendations to NOPD**

The 2020 recommendations issued in this report has not fully implemented. The status of the 2019 recommendations are as follows.

Recommendations	Year	Applied	Partially Applied	Not Applied	Rejected
1. OIPM and NOPD work together to report on NOPD’s Crash Review Board operations or NOPD provides that information to OIPM to report.	2019	▪			
2. OIPM and NOPD work together to ensure that the Crash Review Board policy should be revisited on a regular basis and also revised for best practices that other agencies are successfully employing to assist in lowering settlements and payouts.	2019			▪	
3. OIPM and NOPD work together to review any lists of claims and the corresponding involved officers.	2019	▪			
4. The City of New Orleans has a NOLA.GOV Data portal for its civilians traffic infractions data, but not a database in place for its New	2019			▪	



Orleans police department traffic infractions data. There is a need to keep track of how our NOPD officers are conducting themselves in the New Orleans community for citizens safety reasons.					
5. OIPM recommends that the Risk Manager of the City of New Orleans becomes a member of the NOPD's Crash Review Board because of his extensive knowledge and decades of experience in managing the claims.	2019	▪			
6. OIPM would like to know more about the officers that are involved with automobile claims.	2019	▪			

There were great accomplishments made even through the Covid19 pandemic. The OIPM acknowledges the Risk Manager for the City of New Orleans for his assistance.

Moving forward, the OIPM makes the following 2020 recommendations:

**2020 Recommendation 1:**

- OIPM recommends the NOPD assess whether officers should receive smaller vehicles if they have a difficult time viewing or seeing objects or a history of hitting stationary objects.

**2020 Recommendation 2:**

- Though Chapter 23(e) states some requirements regarding officers being drug and alcohol tested, there is no blanket requirement that all officers and employees are tested for every accident. OIPM would like to recommend that officers involved in any crash or accident be alcohol and drug tested immediately preceding the accident.

**2020 Recommendation 3:**

- OIPM recommends supervisors review the BWC footage before writing or approving any report regarding employee car accidents.

**2020 Recommendation 4:**

- OIPM recommends claims filed with the Hammerman & Gainer, Inc. regarding NOPD officers be provided to Crash Review Board.



## Conclusion

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The OIPM, NOPD, New Orleans City Risk Manager and other related partners and agencies, utilize claim trends to classify areas for closer review of how the NOPD operates and policing tactics, policies and practices that can be improved.

In this report, the OIPM put forth a series of recommendations for 2019 and 2020 regarding how data collection can be improved, policies expanded, public and officer safety ensured while operating city vehicles, risk and liability limited, and accountability can be conducted and measured after accidents.

The OIPM looks forward to creating a robust reporting system that views claims as another source of public reports. This can be done by cross-checking information from claims with internal investigation information and subsequently resolving any conflicts in information that arise.

OIPM has recently made several positive strides in coordinating data collection with the Risk Manager, but more steps can be taken to improve the identification and collection of data between relevant agencies. Not only will these steps allow NOPD to improve officer performance and agency practices, but better coordination will also allow us all to utilize the refined claims data for citywide review purposes. The OIPM looks forward to continuing this work in 2021.