Insight 320 Report Validation Audit, March 2022

Introduction

PSAB conducted an audit of the data that is required to be in NOPD's early warning system (Insight). The audit follows the Insight Report Validation Audit protocol. The protocol requires these audits to occur at least bi-annually and monthly for data requirements that had a compliance score below 95% on the previous audit. Additionally, PSAB is committed to conducting these audits in April, May, June, and July 2022 per the request of the Office of the Consent Decree Monitor.

The data used for this iteration of the audit is from the past 18 months. This allows quick comparisons between the data in the feeder system and the Insight Summary and Activity reports. Both reports default to 18 months of data. The scores below reflect the extent to which the feeder system matches the Insight Summary and Activity reports. When numbers did not match partial credit was given by using the absolute difference between the expected number and the number shown in the Insight report.

Summary Table

Sub-paragraph	Compliance Score	Compliance
320 A All Use of Force	98% (220/224)	Compliant*
320 A Firearm Discharges	100% (12/12)	Compliant*
320 B CEWs in Use	NA	Compliant
320 C Canine Deployments and Bites	100% (52/52)	Compliant*
320 D Injuries/Deaths In Custody	100% (78/78)	Compliant*
320 E Use of force with Contempt-of-cop-like Charges	100% (88/88)	Compliant*
320 F Complaints	100% (162/162)	Compliant*
320 G FICs	97% (2622/2681)	Compliant*
320 H Criminal Proceedings	100% (64/64)	Compliant
320 H Lawsuits	98% (82/84)	Compliant*
320 I Protection Orders	4/4	Compliant*
320 J Pursuits	100% (68/68)	Compliant
320 J Collisions	100% (56/56)	Compliant*
320 K Lost/Stolen Property	97% (33/34)	Compliant*
320 L Interrogations in violation of policy	2/	Compliant
320 M Credibility Refusals	0/0	Compliant
320 M Suppressed Evidence	0/0	Compliant
320 N Discipline	99% (73/74)	Compliant*
320 O Non-disciplinary Corrective Action	94% (217/231)	Nearly Compliant*
320 P Awards	94% (32/34)	Nearly Compliant*
320 Q Training	100% (30/30)	Compliant*
320 R Sick Leave	91% (7,958/8,706)	Not Compliant

*Indicates compliance improved after the Early Intervention Unit and the Insight vendor addressed the findings of PSAB's first assessment.

The denominators for the compliance scores for each subparagraph are the number of requirements for the Summary Report plus the number of requirements for the Activity Report. If the auditor were to

randomly sample one person with one use of force, the use of force needs to show accurately in the officer's Summary Report and needs to be counted correctly in their Activity Report, resulting in a denominator of two.

320 A All Use of Force

Compliance Determination: 98% (220/224), Compliant

Summary of results: IAPro shows 1,288 uses of force in the past 18 months as of 4/8/22. PSAB randomly selected 25 of the officers who used force. The 25 officers had a total of 112 uses of force. The officers' summary reports were accurate. One officer's Activity report was off by 4.

Recommendations: Quartech should review and resolve the mismatch.

320 A Firearm Discharges

Compliance Determination: 100% (24/24), Compliant

Summary of results: IAPro shows 12 shootings by 11 officers in the past 18 months as of 3/31/22. All of the officer's Insight Summary and Activity reports accurately reflected the IAPro firearm discharge data.

320 B CEWs in Use

Compliance Determination: Compliant

Summary of Results: PSAB received an up-to-date list of CEW assignments from the Education and Training Division.

320 C Canine

Compliance Determination: 100% (52/52), Compliant

Summary of Results: IAPro documents six officers involved in 23 canine deployments and 3 bites in the past 18 months. The Insight Summary and Activity reports accurately reflected the number of deployments and number of bites for each officer.

320 D EPR Injuries and Deaths In-custody

Compliance Determination: 100% (78/78), Compliant

Summary of Results: In the past 18 months 68 officers were listed on reports documenting an in-custody injury or death 98 times. PSAB randomly sampled 25 officers who were list on 39 such reports. All showed accurately in the officers' Insight Summary and Activity reports.

320 E Uof with Contempt-of-cop-like Charges

Compliance Determination: 100% (88/88), Compliant

Summary of Results: IAPro documents 409 uses of force incidents with a subject being charged with an offense against an officer. PSAB randomly selected 25 officers who had a total of 44 such incidents. The officers' Summary and Activity reports reflected the incidents accurately.

320 F Complaints

Compliance Determination: 100% (162/162), Compliant

Summary of Results: Complaints are reported three different ways in the Insight Summary and Activity reports. The Summary report shows all allegations and the Activity report gives the number of complaints in the past 18 months and the number of closed complaints. In the past 18 months there were 1,498 officer-complaint combinations and 2,080 allegations. PSAB randomly sampled 25 officers with a total of 79 allegations, 58 complaints, and 25 closed complaints. All showed accurately in Summary and Activity reports.

320 G FICs

Compliance Determination: 97% (2,622/2,681), Compliant

Summary of Results: The FIC databases documents 42,034 officer-subject combinations in the past 18 months. PSAB randomly selected 25 officers, accounting for 1,134 officer-subject combinations in the past 18 months. The officers' Activity reports were off by a total of 27 FICs. The Insight Summary report also provides a count for the subjects FIC'd by the officer in the years 2020, 2021, and 2022. The 25 randomly select officers accounted for 1,547 officer-subject combinations for those three years. The officers' Summary reports were off by 6 in total for 2020, 24 for 2021, and 2 for 2022.

To get to 25 officers PSAB also reviewed 10 miss-typed IDs on FICs, which means the Insight reports do not accurately reflect the FIC data for the actual officer who was involved in the incident documented by the FIC. PSAB subtracted these FICs from the totals.

Recommendations: NOPD should add validation to the FIC ID field. Hexagon will have validation.

320 H Criminal Proceedings

Compliance Determination: 100% (64/64), Compliant

Summary of Results: In the past 18 months 15 officers have had at least one citation or charge, totaling 32 charges and citations. The officers' Insight Summary and Activity reports matched the feeder system perfectly.

320 H Lawsuits

Compliance Determination: 98% (82/84), Compliant

Summary of Results: In the past 18 months 96 officers have been named in lawsuits, totaling 121 lawsuit-officer combinations. PSAB randomly selected 25 officers, with a total of 42 lawsuit-officer combinations. The officers' Insight Summary reports matched the feeder system perfectly. Their Activity reports were off by 2.

Recommendation: Quartech should review and resolve the mismatch.

320 I Protection Orders

Compliance Determination: 4/4, Compliant

Summary of Results: In the past 18 months four officers have been the subject of a protection order. The officers' Insight Activity reports accurately reflected their protection orders. The Insight Summary report does not provide protection order information.

320 J Pursuits

Compliance Determination: 100% (68/68), Compliant

Summary of Results: In the past 18 months there have been 158 pursuit-officer combinations involving 104 officers. PSAB randomly selected 25 officers, accounting for 34 pursuit-officer combinations. Both the Insight Summary and Activity reports perfectly reflected the pursuits.

320 J Collisions

Compliance Determination: 100% (56/56), Compliant

Summary of Results: Officers were involved in 328 collisions in the past 18 months. PSAB randomly selected 25 officers with a total of 28 collisions. All showed accurately in the Summary and Activity report.

320 K Lost/Stolen Property

Compliance Determination: 97% (33/34), Compliant

Summary of results: In the past 18 months 13 officers have reported 17 items of NOPD property lost or stolen. All are reflecting accurately in the officers' Insight Summary and Activity reports except for one.

Recommendation: Quartech should review and resolve the mismatch.

320 L Interrogations in violation of policy

Compliance Determination: 2/2, Compliant

Summary of Results: In the past 18 months, one officer has a sustained allegation of an interrogation in violation of policy. It accurately shows in the officer's Insight Summary and Activity reports.

320 M Credibility Refusals

Compliance Determination: Compliant

Summary of Results: There have been no instances of a prosecuting authority declining to prosecute a crime based upon concerns about the credibility of an NOPD employee in the past 18 months. This was confirmed by email from the district attorney's office.

320 M Suppressed Evidence

Compliance Determination: Compliant

Summary of Results: There have been no instances of evidence being suppressed on the grounds of a constitutional violation by an NOPD employee in the past 18 months. This was confirmed with the district attorney's office via email.

320 N Discipline (Action Taken)

Compliance Determination: 99% (73/74), Compliant

Summary of Results: In the past 18 months officers received 186 instances of discipline. PSAB randomly selected 25 officers with total of 37 instances of discipline. The discipline showed accurately 100% of the time in the officers' Activity reports. One officer's Summary report was off by one instance of discipline.

Recommendations: PIB should review the discipline for the above officer, it appears to be a data entry mistake.

320 O Non-disciplinary Corrective Action

Compliance Determination: 94% (217/231), Nearly Compliant

Summary of results: Supervisors have entered about 2,800 notes, redirections, and counseling in the past 18 months into the Supervisor Feedback Log. PSAB randomly sampled 30 officers with these three types of SFLs. The officers accounted for 134 total notes, redirections, and counseling, 97 of which were redirections and counseling. The Activity reports did not match the SFL data for two of the randomly selected officers and were off by a total of 14.

Recommendations: Quartech should review and resolve the mismatches.

320 P Awards

Compliance Determination: 94% (32/34), Nearly Compliant

Summary of Results: NOPD held one awards ceremony in the past 18 months, which was in July 2021. PSAB selected every fifth officer who received an award, as documented on the awards ceremony brochure, which resulted in 15 officers who received a total of 17 awards. One officer's Summary and Activity did not show his award.

Recommendations: The NOPD Awards Committee should work with the Early Intervention Unit to ensure the awards are entered correctly into Insight.

320 Q Training

Compliance Determination: 100% (30/30), Compliant

Summary of Results: In the past 18 months, NOPD employees completed 53,556 trainings. PSAB randomly sampled 30. All showed accurately in the employees' Summary reports. The Activity report does not show training information. This audit procedure did not attempt to assess whether all trainings accurately showed in the employees' Summary reports. Instead, PSAB assessed whether randomly sampled individual trainings accurately showed in the employee's Summary report.

Recommendations: The City and Quartech should automate the data feed for training data. The current process is manual.

320 R Sick Leave

Compliance Determination: 91% (7,958/8,706), Not Compliant

Summary of Results: The Insight Summary and Activity reports show the sum of sick leave hours used by employees. In the past 18 months 975 NOPD employees used 148,334 hours of sick leave. PSAB randomly selected 30 employees with a total of 4,353 hours of sick leave. The employees' Summary reports were off by a total of 502 hours and their Activity reports were off by a total of 246.

Recommendations: Quartech should review and resolve the mismatches.