



CITY OF NEW ORLEANS ETHICS REVIEW BOARD

525 St. Charles Avenue New Orleans, LA 70130-3409

erb@nolaerb.gov

<https://www.nolaerb.gov/>

BOARD MEETING

Loyola University New Orleans College of Law, 526 Pine Street, Room 112,
New Orleans, Louisiana
Monday, January 22, 2023, at 3:30 P.M.

AGENDA

1. Call to order.
2. Approval of the minutes of November 2023 board meeting.
3. Monthly report of Office of Inspector General.
4. Monthly report of Office of the Independent Police Monitor.
5. Monthly report of Ethics Trainer.
6. Monthly report of General Counsel and Executive Administrator.
7. Discussion of ERB administrative issues.
8. Discussion of salaries of IG and IPM.
9. Discussion of salary of Ethics Trainer.
10. Report on appointments to ERB and Quality Assurance Review Advisory Committees (QARACs).
11. Nomination and vote on ERB appointments to QARACs.
 - a. Katie Triplet for IPM QARAC.
 - b. Marcus Kondkar for OIPM QARAC.
12. Resolution calling for mayor and city council to make appointments to QARACs.
13. Executive session pursuant to Louisiana Revised Statutes section 42:17 to discuss investigative proceedings regarding allegations of misconduct.
14. Call for agenda items for future board meetings.
15. Adjournment.

**Draft Minutes of
Previous Board
Meeting**



Ethics Review Board for the City of New Orleans

Board Meeting of November 13, 2023, at 3:30 P.M. at Loyola Law School

Minutes

1. *Call to Order.*
 - 1.1. The chair called the meeting to order at 3:47 p.m.
 - 1.2. ERB members present:
 - 1.2.1. Dawn Broussard
 - 1.2.2. Elizabeth Livingston de Calderon
 - 1.2.3. Holly Callia, Chair
 - 1.2.4. Monique G. Doucette (arrived later)
 - 1.2.5. Patrice Sentino
 - 1.3. ERB members absent:
 - 1.3.1. Wanda A. Brooks
 - 1.3.2. Tyrone G. Jefferson, Jr.
 - 1.4. Staff members present:
 - 1.4.1. Dane S. Ciolino, Executive Administrator and General Counsel.
 - 1.5. Staff members absent:
 - 1.5.1. None.
 - 1.6. The agenda for the meeting is attached.

2. *Approval of Minutes.* Upon a duly made and seconded motion, the ERB unanimously approved the minutes of the regular ERB meeting in October.
3. *Monthly Report of the Office of the Inspector General.*
 - 3.1. Ed Michel did not appear on behalf of the Office of the Inspector General.
 - 3.2. The board accepted his monthly written report (attached).
4. *Monthly Report of the Office of Independent Police Monitor.*
 - 4.1. Stella Cziment did not appear on behalf of the Office of the Independent Police Monitor.
 - 4.2. The board accepted Ms. Cziment's monthly report (attached).
5. *Monthly Report of Ethics Trainer.*
 - 5.1. Mr. Jordy Stiggs did not appear.
 - 5.2. The board accepted Mr. Stiggs's monthly written report (attached).
6. *Report of the Executive Administrator and General Counsel.*
 - 6.1. The board will consider a promotion for Mr. Stiggs at a future meeting.
 - 6.2. Mr. Ciolino presented his written report.
 - 6.3. Mr. Ciolino reported that the ERB has received no new complaints.
 - 6.4. The board discussed its record keeping practices.
 - 6.5. The board asked the EA to look into an anonymous complaint submission form on the website.
7. *Report on Appointments to ERB and Quality Assurance Review Advisory Committees.*
 - 7.1. Mr. Ciolino reported that two ERB positions must be filled. The mayor's office is working on this.
 - 7.2. Mr. Ciolino reported that four (4) Council and Mayoral appointments remain unfilled on QARACs for the IG and the IPM.
 - 7.3. At the December board meeting, the board will renominate members to the QARACs and adopt a resolution to obtain nominees from the council and the mayor to those committees.

8. *Executive Session to Discuss Competence of a Person.*
 - 8.1. On motion duly seconded, the board unanimously voted at 4:19 p.m. to go into executive session pursuant to Louisiana Revised Statutes section 42:17(A)(1) to discuss the character, professional competence, or physical or mental health of a person. Prior to going into executive session, Mr. Ciolino informed the board that the person whom the board would discuss has consented in writing to the discussion taking place in executive session.
 - 8.2. On motion duly seconded, the board unanimously voted at 5:23 p.m. to adjourn the executive session and to return to public session
9. *Motion to Engage Outside Counsel.* Motion to engage outside counsel on a personnel matter was made by Ms. Broussard and seconded by Ms. Calderon. Public comment was solicited, but none received. The board voted and unanimously adopted the motion
10. *Adjournment.*
 - 10.1. A motion was made to adjourn the ERB meeting.
 - 10.2. The motion was seconded.
 - 10.3. The ERB unanimously voted to adjourn. The meeting was adjourned at 5:34 p.m.

* END *

**Monthly Report of
OIG**

MONTHLY REPORT

DECEMBER 2023



OIG

**NEW ORLEANS
OFFICE OF INSPECTOR GENERAL**

**EDWARD MICHEL, CIG
INSPECTOR GENERAL**

ADMINISTRATION DIVISION



2,001

Number of registered Twitter followers

ADMINISTRATION

The Office Manager is responsible for the following ongoing tasks:

- Human Resources
 - Coordinating the hiring process
- Finance
 - Managing and refining the OIG budget
- Procurement Process
 - Communicating with OIG vendors
 - Processing requisitions to create purchase orders
 - Overseeing the timely payment of OIG expenditures
- Operations
 - Coordinating with the OIG's landlord and various City departments on administrative matters

INFORMATION SECURITY

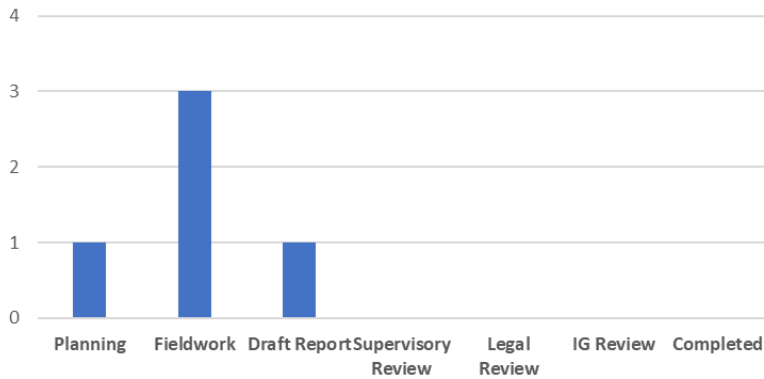
The OIG Information Security Specialist is responsible for the following tasks to maintain the OIG's information technology (IT) integrity

- Technical Support
- Hardware and Software Updates
- Communication and Coordination
- Consultation for IT Purchases

AUDIT & REVIEW DIVISION

The Audit and Review Division conducts financial audits, attestations, compliance, and performance audits of City programs and operations. Auditors test for appropriate internal controls and compliance with laws, regulations and other requirements.

STATUS OF ONGOING AUDIT PROJECTS



The Audit and Review Division has the following projects in process:

- Orleans Parish Sheriffs Office
- Safety and Permits Third Party Contractors
- New Orleans East Hospital Credit Card

Project Phase Descriptions:

Planning - includes background research, data gathering, initial interviews, and/or internal controls assessment.

Fieldwork - includes data and statistical analyses, interviews, testing of procedures, onsite observations, and/or physical inspections.

Draft Report - includes data and statistical reviews, documenting fieldwork results, initial report writing, revisions and internal Quality Assurance Review (QAR) prior to supervisory review.

Supervisory Review - includes the review by both Deputy Inspector General and First Assistant Inspector General to ensure sufficiency and appropriateness of evidence, adequate fieldwork procedures, and proper conclusions, content, presentation and readability.

Legal Review - Report review by in-house General Counsel and/or outside Legal Counsel to ensure appropriate and proper legal citations and/or interpretations.

IG Review - Report review by the Inspector General based on corrections and recommended changes resulting from the Legal Review.

30-Day Comment Period - 30-day deadline for the department to review the draft report and submit management responses for inclusion in the final report.

MEASURING PROGRESS

AUDIT AND REVIEW DIVISION

The following information provides a summary of the Audit Division's project phase and a summary of the audit objectives.

Project Name	Project Phase ¹	Anticipated ² Completion Date
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Orleans Parish Sheriffs Office	Fieldwork	Ongoing
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Summary of Objectives: The purpose of the audit is to evaluate the operating effectiveness of the Orleans Parish Sheriff Office's controls and expenditures related to payroll and paid details.

Safety and Permits Third Party Contractors	Planning	Ongoing
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Summary of Objectives: The purpose of the audit is determine the adequacy of S&P policies and procedures related to Third Party Inspections and verify that residential inspections performed by Third Party Inspectors were in compliance with those policies and procedures.

Footnotes:

1 - Project phase determination is based on the objective(s), scope, and methodology for each project. It is not determined by a standard set of hours and/or phase deadline.

2 - The completion date may be re-evaluated if necessary.

New Orleans East Hospital Credit Card	Fieldwork	Ongoing
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Summary of Objectives: The purpose of the audit is to determine whether New Orleans East Hospital credit card purchase were business-related and allowed by law, and that these purchases followed relevant agency policies.

Footnotes:

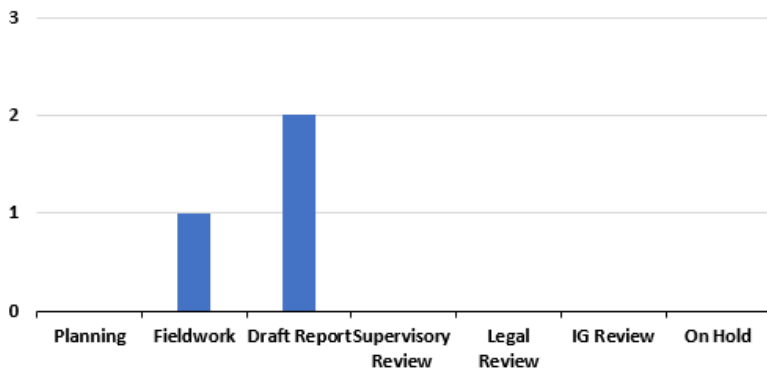
1 - Project phase determination is based on the objective(s), scope, and methodology for each project. It is not determined by a standard set of hours and/or phase deadline.

2 - The completion date may be re-evaluated if necessary.

INSPECTIONS & EVALUATIONS DIVISION

The Inspections and Evaluations Division works to increase the efficiency, effectiveness, transparency, and accountability of City programs, agencies, and operations. Evaluators conduct independent, objective, empirically based and methodically sound inspections, evaluations, and performance reviews.

STATUS OF ONGOING EVALUATION PROJECTS



The Inspections & Evaluations Division has the following projects in process:

- OPCD Hexagon Contract
- City of New Orleans Employee Time and Attendance Reporting
- EMD Fuel Dispensing Follow-Up
- Sewerage and Water Board Water Loss Control

Project Phase Descriptions:

Planning - includes background research, data gathering, initial interviews, and/or internal controls assessment.

Fieldwork - includes data and statistical analyses, interviews, testing of procedures, onsite observations, and/or physical inspections.

Draft Report - includes data and statistical reviews, documenting fieldwork results, initial report writing, revisions and internal Quality Assurance Review (QAR) prior to supervisory review.

Supervisory Review - includes the review by both Deputy Inspector General and First Assistant Inspector General to ensure sufficiency and appropriateness of evidence, adequate fieldwork procedures, and proper conclusions, content, presentation and readability.

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IG Review - Report review by the Inspector General based on corrections and recommended changes resulting from the Legal Review.

30-Day Comment Period - 30-day deadline for the department to review the draft report and submit management responses for inclusion in the final report.

MEASURING PROGRESS

INSPECTIONS AND EVALUATIONS DIVISION

The following information provides a summary of the Inspections and Evaluations Division's project phase and a summary of the each project's objectives.

Project Name	Project Phase ¹	Anticipated ² Completion Date
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City of New Orleans
Employee Time and
Attendance Reporting

Release Date
December 14, 2023

December 15, 2023

Summary of Objectives: To determine whether the City has policies, procedure, and controls to ensure that Time and Attendance is reported accurately.

OPCD Hexagon Contract

Fieldwork

Ongoing

Summary of Objectives: The purpose of the evaluation is to analyze the process used to procure Hexagon On Call Records, review the use of public funds in the project, and assess whether the product was suitable to meet public needs.

EMD Fuel Dispensing
Follow-Up

Drafting

Ongoing

Summary of Objectives: This follow-up evaluation seeks to determine if the City implemented the corrective actions to which it agreed in June 2016 in response to the OIG's initial evaluation, and whether the deficiencies identified in the original report still exist.

Sewerage & Water Board
Water Loss Control

Drafting

Ongoing

Summary of Objectives: To evaluate S&WB's policies and practices related to water loss control management.

Footnotes:

1 - Project phase determination is based on the objective(s), scope, and methodology for each project. It is not determined by a standard set of hours and/or phase deadline.

2 - The completion date may be re-evaluated if necessary.

INVESTIGATION DIVISION

ADMINISTRATIVE INVESTIGATIONS (DECEMBER HIGHLIGHTS)

1.) On December 6, 2023, the OIG released a Report of Investigation regarding the released confidential materials in the NOPD Officer Jeffrey Vappie case conducted by the NOPD PIB. The OIG determined the following:

What the OIG Found:

- The City Attorney asserted that the thumb drive containing the PIB recordings was mistakenly released to a third party, but the OIG was unable to further investigate this assertion because the alleged recipient asserted his Fifth Amendment privilege against self-incrimination and declined to be interviewed.
- The NOPD, City Attorney's Office and the Office of Independent Police Monitor (OIPM) neglected to attempt to recover the recordings.
- The OIPM did not initially cooperate with the OIG as required by City Code Section 2-1120 (20) and provide the OIG with all available information regarding the release.

What the OIG Recommended:

- Access to information and recordings related to investigations should be provided to the City Attorney's office solely through evidence.com.
- PIB should establish a record management policy that includes language regarding the storage of all PIB files and establish procedures so that all interviews are handled in a consistent manner.
- PIB should have a separate case management system to maintain, store, and track all records related to PIB investigations.
- The City Attorney's Office should create an electronic log to document the receipt and release of any documents from PIB in order to further ensure the protection of sensitive information.
- The CAO should ensure that all City employees and departments should share with the OIG pertinent and vital information within the purview of the OIG as required by the City Code, Section 2-1120, in order to reduce the risk of overlapping operations and to ensure deconfliction.

INVESTIGATION DIVISION

ADMINISTRATIVE INVESTIGATIONS (DECEMBER HIGHLIGHTS)

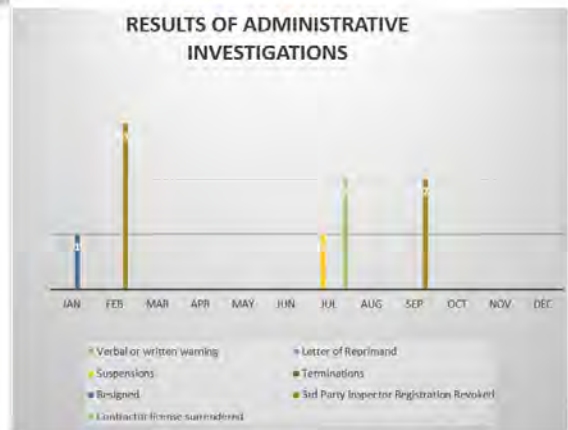
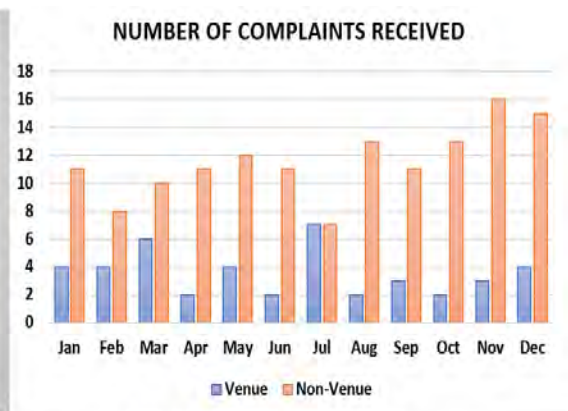
Continued

- The OIPM should take steps to obtain the statutory authority to maintain certain information as confidential and therefore not subject to Public Records Law.
 - City employees should be reminded to install the City's device management application if they elect to use their personal cellular telephones and personal equipment while performing official duties as a City employee.
- 2.) Issued 2 Requests for Documents in ongoing investigations.
 - 3.) Issued a referral letter to Safety and Permits Department regarding a company allegedly operating without an occupational license.
 - 4.) Issued a referral letter to Department of Code Enforcement regarding a blighted property.

MEASURING PROGRESS

INVESTIGATIONS DIVISION

The Investigations Division conducts criminal and administrative investigations involving City of New Orleans employees, contractors, and vendors that receive City funds. Investigators also work with local, state, and federal partners to conduct joint investigations. The Investigations Division is also available to provide fraud awareness training to City employees and to engage in other outreach programs with businesses and citizens.



Venue: Matters that the OIG has the jurisdiction to investigate

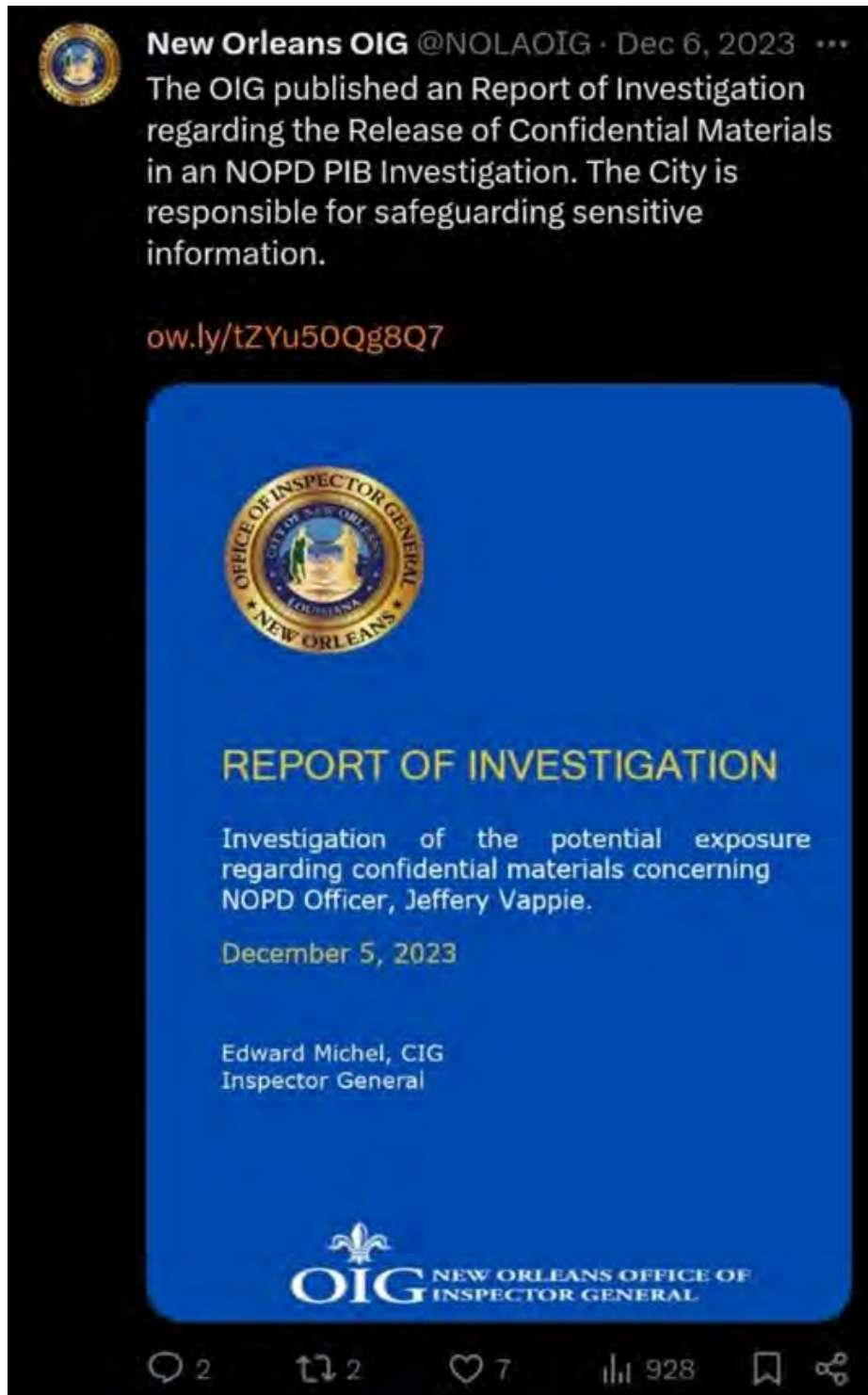
Non-Venue: Matters outside of the OIG's jurisdiction


2023 MONTHLY BUDGET

Total 2023 Appropriation \$ 4,120,437

Expenditures	Spent YTD
Personnel	\$ 2,586,266
Operating	\$ 624,054
Total	\$ 3,210,320
Remaining Balance	\$ 910,117


OIG ON SOCIAL MEDIA



 **New Orleans OIG** @NOLAOIG · Dec 6, 2023 · ...

The OIG published an Report of Investigation regarding the Release of Confidential Materials in an NOPD PIB Investigation. The City is responsible for safeguarding sensitive information.

ow.ly/tZYu50Qg8Q7










REPORT OF INVESTIGATION

Investigation of the potential exposure regarding confidential materials concerning NOPD Officer, Jeffery Vappie.

December 5, 2023

Edward Michel, CIG
Inspector General



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OIG ON SOCIAL MEDIA

 **New Orleans OIG** @NOLA0IC · Dec 14, 2023 · ...

The OIG published a report evaluating City Employee Time and Attendance Reporting. The OIG's evaluation aimed to determine whether the City had policies, procedures, and controls to ensure that time and attendance were reported accurately.

nolaoig.gov/media/evaluati...



City Employee Time and Attendance Reporting

Final Report: December 14, 2023

Edward Michel, OIG
Inspector General



OIG NEW ORLEANS OFFICE OF INSPECTOR GENERAL

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**Monthly Report of
OIPM**

OFFICE OF THE INDEPENDENT POLICE MONITOR

MONTHLY REPORT

December 2023



LETTER TO THE COMMUNITY

Dear New Orleans Community,

December is a month of celebration and reflection as we close the year and look forward to the next. This December, the OIPM reviewed the work product completed, the number of complainants reached, the community we engaged, and the trust we built through our Community-Police Mediation Program and we were happy with how far we've come. We also prepared for 2024, and critically asked where should we spend our time next year. In January, we will be releasing our Work Plan for the coming the year and look forward to sharing with you the priorities we've identified. **While we're still in 2023, I would like to personally thank you for your partnership, support, and engagement over the last year.**

In December, the **Peer Reviewers visited New Orleans** for a series of interviews with community stakeholders, OIPM employees, and NOPD leadership to assess the OIPM operations, effectiveness, and work product of the OIPM.

During the month of December, the OIPM, in collaboration with Councilmember Helena Moreno and NOPD leadership, met with possible vendors to answer questions on a **RFP to create a public facing database**. This database will easily allow the public to access officer disciplinary actions, use of force data, and award history. The proposal period came to a close in December and in January, the OIPM looks forward to hopefully selecting a vendor and starting this exciting project!

Lastly the deadline is quickly approaching to apply to be a mediator with the Community-Police Mediation program within our office! The OIPM is currently searching for dedicated people that want to have an impact on policing and the community to **join our team as mediators**. Mediators must live in the New Orleans area and are required to attend a free training on March 16th, 17th, 19th, 20th, 23rd and 24th. Applications are due on January 15, 2024! To apply, please visit <http://nolaipm.gov/our-mediators>.

Again, thank you for all your continued support of the OIPM!

Thank you,

Stella Cziment



Above is a screenshot from Instagram post sharing the IPM's concerns about the possible return of the Louisiana State Police and how it will influence the NOPD.

WHO WE ARE

The OIPM is an independent, civilian police oversight agency created by voters in a 2008 charter referendum. Its mission is to improve police service to the community, community trust in the NOPD, and officer safety and working conditions. Since first opening its doors in August 2009, the Office of the Independent Police Monitor has been responsible for representing the community of New Orleans, providing accountability and oversight to the NOPD, and assisting in the reforms required under the Federal Consent Decree.

The OIPM is protected and required by City Charter and Ordinance. The OIPM operates through a Memorandum of Understanding (MOU) with the City of New Orleans and the New Orleans Police Department and has distinct responsibilities outlined by ordinance. This means this office was created by the people of New Orleans to represent all people interacting with the New Orleans Police Department to improve the way our community is policed.

Ensuring Compliance and Reform

- The OIPM reviews the NOPD's policies, practices, and investigations to ensure that every action taken is compliant with local, state, and federal law, and Consent Decree reforms.
- The OIPM advises on policy, tactics, training, and supervision to ensure that the NOPD is adopting national best practice and building a nondiscriminatory, safe, effective, and respectful police department that is responsive to the needs of the community and their employees.
- The OIPM does this through monitoring, case reviews, audits, and policy recommendations.

Amplifying the Needs of the Community

- The OIPM engages with the community to ensure that they both know about our services and understand how the police department works. Through providing information, the OIPM is equipping and empowering the community to navigate police encounters safely and demand what they need.
- Provides Complaint Intake.
- Operates the Community-Police Mediation Program.
- Partners with Families Overcoming Injustice.
- Coordinates public forums and outreach opportunities for the community to provide vital input on the way they are policed.

Making the NOPD a Safer and Nondiscriminatory Workplace

- The OIPM provides recommendations and assessments to ensure that the NOPD is a safe and nondiscriminatory work place for all employees.
- The OIPM assesses supervision and training to ensure that employees are being equipped and supported.
- The OIPM meets with police associations to hear concerns from their membership.
- The OIPM monitors disciplinary hearings to ensure that discipline is consistent and nonretaliatory.
- The OIPM receives commendations and accounts of positive policing from the community.



WHAT DO WE DO?

Mission, Vision, Work

We serve the community, ensure police transparency, compliance, and accountability, and make policing a safer and more rewarding employment experience.

WHAT WE DO



Misconduct Complaints



Disciplinary Proceedings



Data Analysis



Community Outreach



Use of Force



Community-Police Mediation Program



Audits and Policy



Commendations

The OIPM is the oversight body for the New Orleans Police Department (NOPD). The OIPM provides oversight through monitoring, reviewing, and auditing police activity and data. The OIPM is responsible for conducting complaint and commendation intake, on-scene monitoring of critical incidents and uses of force, overseeing the community-officer mediation program, reviewing investigations, providing assessments, identifying patterns, and making recommendations for improved practice, policy, resource allocation, and training. There are three components to the OIPM's work and mission:

The OIPM envisions a police force where the community is a valued and respected partner in public safety and law enforcement. This is achieved through:

- Assurance of transparency, accountability, and fairness within the NOPD and in all policing practices
- Community-driven policing policy that reflects the changing and dynamic needs of New Orleanians
- Continued efforts to engage the community and collaborate with community partners
- Recruitment and retention of a police force that is representative of and responsive to the community it serves
- Utilization of de-escalation techniques and methods when responding to calls of service
- Conducting only lawful and necessary arrests free of discriminatory practices
- Thorough and effective investigations resulting in appropriate arrests and prosecutions
- Clear and professional communication with victims and witnesses of crime and all that come into contact with the NOPD
- Responsible utilization of equipment and allocation of resources
- Development of highly trained supervisors and organizational leadership
- Interactions with the public and internally within the police force that are based in mutual trust and respect

The OIPM seeks to amplify the voice of the community to ensure that all within the city – visitors and residents alike – can access police services equally and have a positive experience with officers.

DATA OVERALL: YEAR TO DATE AND MONTH

	2023	2022	2021	2020	2019	2018	2017	Avg 2017-2022
Civilian Complaint Count	110	74	63	65	102	38	43	64.17
Police Complaint Count	2	1	5	6	2	5	3	3.67
Civilian w/in NOPD	1	0	1	1	0	0	0	0.33
Anonymous Complaint	22	27	21	29	0	0	0	12.83
Community Case Liaison Count	31	26	20	43	17	8	7	20.17
Case Monitoring Count	4	7	5	12	0	10	8	7.00
Case Review Count	1	4	5	3	9	8	1	5.00
Contact Only Count	65	34	17	29	23	2	9	19.00
Disciplinary Hearing Count	43	67	71	64	61	66	35	60.67
Critical Incident Count	5	8	8	11	10	7	7	8.50
Firearm Discharge Count	6	7	7	9	9	4	4	6.67
Lvl 4 Non-Critical	11	17	9	12	0	0	0	6.33
Force Monitoring*	1	0	0	0	0	0	0	
Mediation Count	28	25	23	38	38	23	31	29.67
Commendation Count	6	2	8	3	7	1	2	4.20
Grand Total	336	299	263	325	278	172	150	248.2

	Dec 2023	Dec 2022	Dec 2021	Dec 2020	Dec 2019	Dec 2018	Dec 2017	2017-2022 Average
Citizen Complaint Count	3	3	4	4	17	6	6	6.67
Police Complaint Count	0	0	1	1	0	0	0	0.33
Civilian w/in NOPD	1	0	0	0				0.00
Anonymous Complaint	2	1	0	1				0.67
Community Case Liaison Count	2	2	0	3	0	0	0	0.83
Case Monitoring Count	0	0	1	0	0	0	0	0.17
Case Review Count	0	0	0	0	1	0	0	0.17
Contact Only Count	9	3	0	0	5	0	0	1.33
Disciplinary Hearing Count	0	2	5	0	7	3	2	3.17
Critical Incident Count	1	0	0	0	1	0	0	0.17
Firearm Discharge Count	2	1	0	0	1	0	0	0.33
Lvl 4 Non-Critical	1	0	0	2				0.67
Force Monitoring *	0							
Mediation Count	0	2	2	1	3	1	3	2.00
Commendation Count	1	1	0	0	0	0	0	0.17
Grand Total	22	15	13	12	35	10	11	16.00

*indicates a new category or a category that was not always captured by OIPM

CURRENT BUDGET

OIPM Budget Description	Amount
Personnel	\$769,582.00
Operating	\$400,000.00
2023 Total OIPM Budget	\$1,169,582.00
2023 Total OIPM Budget	\$1,169,582.00
Amounts Spent to Date:	\$781,619.00
Unexpended funds	\$387,963.00

MISCONDUCT WORK

Relevant Definitions

Complaint

A complaint is an allegation of misconduct filed against a NOPD officer(s) by a member of a public or civilian (external) or another officer (internal). A complaint may concern an action or lack of action taken by a NOPD officer(s), an interaction with a NOPD officer, or a witnessed interaction with a NOPD officer.

Complainant

A complainant is the individual who files a complaint against a NOPD officer(s). A complainant may be generated internally (by another officer or a supervisor) or externally (by a member of a public). The complainant does not need to be personally affected by the incident.

OIPM Complaint Codes

When the OIPM receives a complaint referral, the OIPM organizes the complaint according to the source of the complaint.

- Civilian based complaints are classified as: CC.
- Complaints from police officers are classified as: PO.
- Complaints from civilians working within the NOPD are classified as: CN.
- Anonymous complaints are classified as: AC.

Misconduct

Officer action or failure to take action that violates any rule, policy, procedure, order, verbal or written instruction of the NOPD or is a violation of any city ordinance, state or federal criminal law. Misconduct includes, but is not limited to:

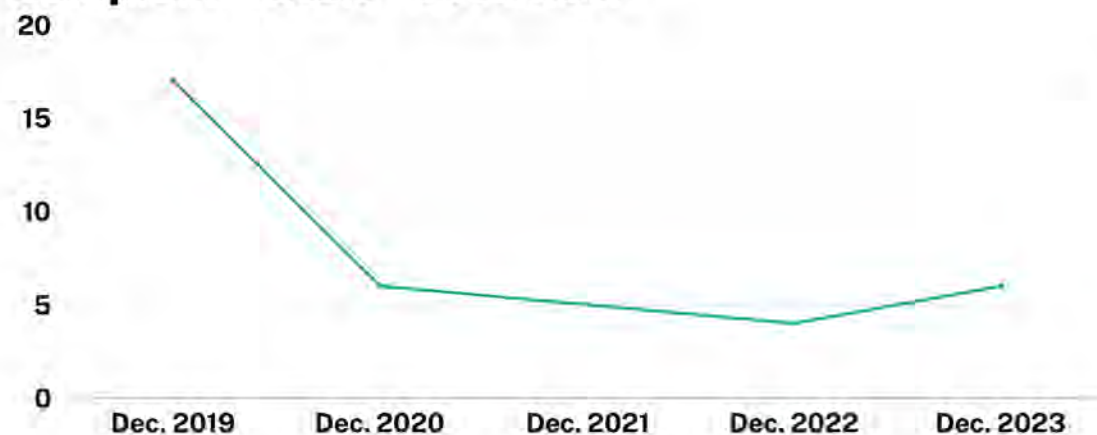
- Use of Force
- Abuse of Authority such as unlawful searches and seizures, premises enter and search, no warrant, threat to notify child services, threats to damage of property, etc., refusal to take complaint, refuse to identify themselves, damages to property seized
- Failure to supervise
- Falsification of records
- Inappropriate language or attitude
- Harassment
- Interference with Constitutional rights
- Neglect of duty
- Discrimination in the provision of police services or other discriminatory conduct on the basis of race, colors, creed, religion, ancestry, national origin, gender, sexual orientation
- Theft
- Retaliation for filing complaint with NOPD or the OIPM

Complaint Procedures

The OIPM does not verify the statements made during complaint intake or agree with the statements provided by the complainant. The OIPM strives to accurately capture the words, emotions, goals and narrative shared by the complainant and selects the policy, practice, or rule that each allegation of behavior / incident could have violated if determined to be true. OIPM personnel may review information in NOPD systems regarding the interaction complained of, including body worn camera video, in car camera video, electronic police reports and field interview cards. The OIPM may include information obtained from NOPD information systems in the complaint referral.

The OIPM assesses whether in the information provided should be provided confidentially or if the OIPM would recommend covert operations conducted by the Special Investigation Squad (SIS). Anything shared in this report is public information.

Complaint Totals - December



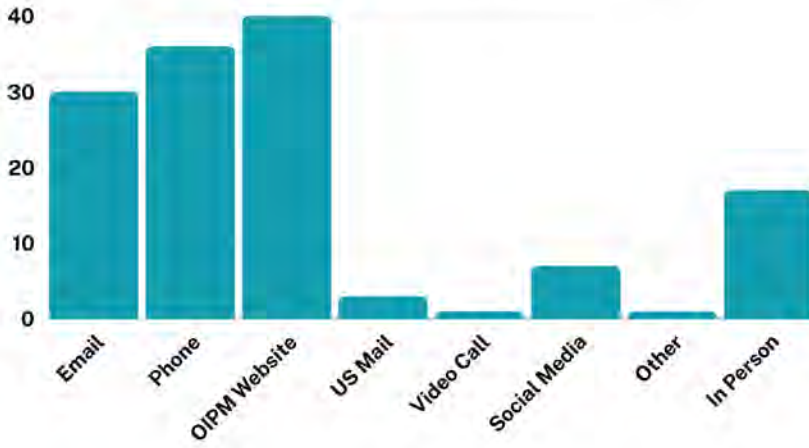
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**Total Complaints
Received this
month**

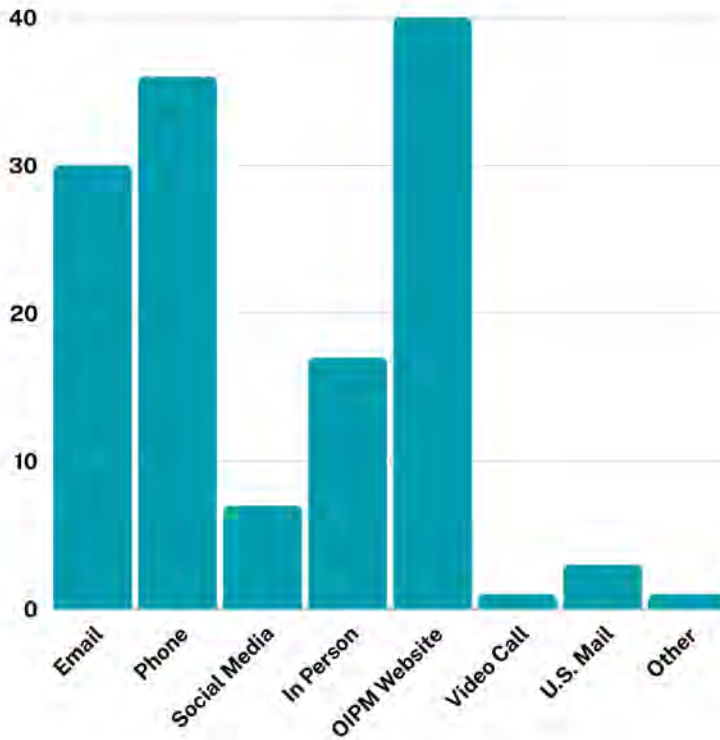
135

**Total Complaints
Received This
Year**

Complaint Intake Source - 2023



Complaint Intake Source - Past 12 Months



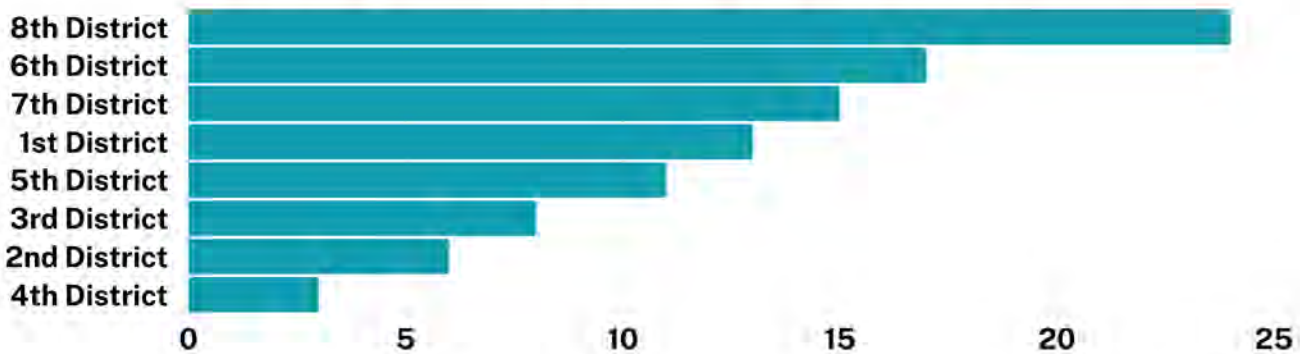
Complainant Type - Past 12 Months



Anonymous Complainant: 16.30%
Civilian Complainant: 81.48%

Districts - Past 12 Months

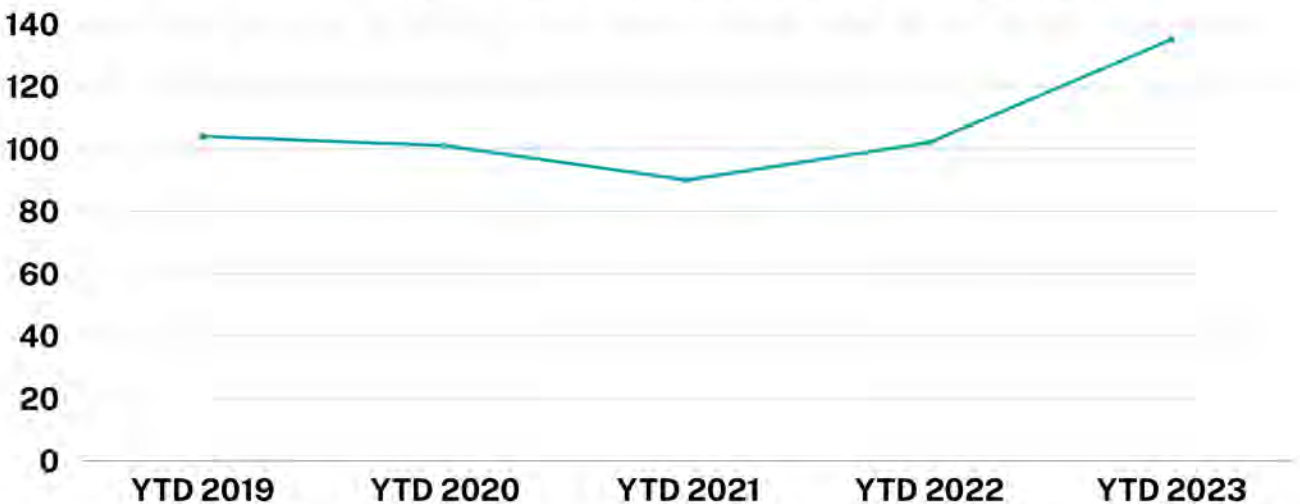
This chart communicates where the alleged misconduct occurred by police district. This requires the misconduct to occur in a physical space (instead of an incident that occurs over the phone or internet for example). This is based on complainant disclosure and the OIPM tries to verify this information through electronic police reports, body worn camera footage, and field identification cards.



Complaint Type YTD - 2019, 2020, 2021, 2022, 2023

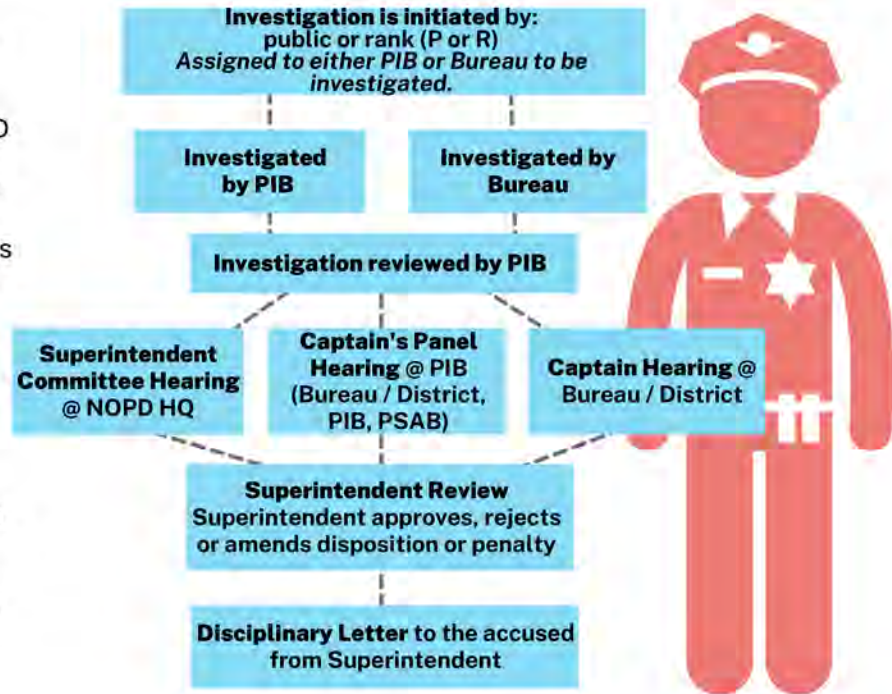


Complaint Totals YTD - 2019, 2020, 2021, 2022, 2023



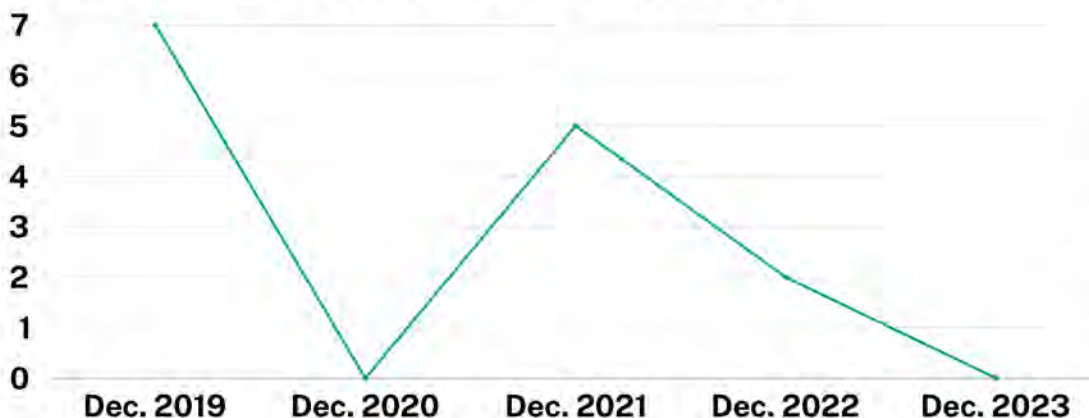
DISCIPLINARY PROCEEDINGS

After the misconduct investigatory process, if the investigating officer sustained an allegation, then that allegation must be affirmed by NOPD leadership in order for that accused officer to be disciplined. This occurs through the disciplinary proceeding process. The disciplinary proceedings are conducted by the NOPD - either by Captains or Deputy-Chiefs. The OIPM monitors and assesses the efforts of NOPD to ensure all disciplinary investigations and proceedings are conducted in a manner that is non-retaliatory, impartial, fair, consistent, truthful, and timely in accordance with NOPD policies and law. Adjudication of misconduct is handled internally by the PIB or the Bureau of the officer / employee.



The OIPM may monitor the process conducted by the PIB or by the Bureau; however, under the MOU, there are detailed directions regarding how the OIPM is notified of investigations by the PIB and similar protocol does not currently exist for Bureaus. For that reason, the OIPM tends to be more involved with investigations and disciplinary proceedings conducted by the PIB. During every disciplinary proceeding, the OIPM remains in the room for deliberation with the NOPD leadership to give the hearing officers feedback and input. This process is how the OIPM provides our recommendations and feedback regarding the strength of the investigation, liability and risk management concerns, and areas where the policy required clarification or was being applied inconsistently. Though OIPM may provide this feedback in memorandums to the NOPD prior to the hearing or supplementing these hearings, these discussions during the deliberation process enable the NOPD to consider and digest our points before any final decision was made on the matter. These discussions are an opportunity for the OIPM to provide and receive insight into the NOPD investigation and often these comments lead to meaningful discussion with not just the hearing officers, but the assigned investigator on the case, since it was an opportunity for that investigator to explain investigatory decisions and to answer questions.

Disciplinary Proceedings - December



0

**Total
Disciplinary
Cases Received
this Month**

OIPM tracks Disciplinary Proceedings based on the date notice is received from NOPD and not necessarily on when the disciplinary proceeding occurs. Additionally, this figure does not account for investigations in which multiple officers are accused, or for hearing notifications received in a prior year but rescheduled to the current month. These proceedings are often rescheduled for scheduling conflicts. Tracking by notification date allows for consistent and accurate data collection.

USE OF FORCE

Relevant Definitions

Critical Incident

Critical incidents are an internal definition that was agreed upon by the OIPM and the NOPD through the November 10, 2010 Memorandum of Understanding. This definition captures that the OIPM should be notified of deaths, certain levels of injuries, and officer involved shootings within an hour so the OIPM has the ability to monitor the on scene investigation by the Force Investigation Team. According to this shared definition, critical incidents are:

- All incidents including the use of deadly force by an NOPD officer including an Officer Involved Shooting ("OIS");
- All uses of force by an NOPD officer resulting in an injury requiring hospitalization;
- All head and neck strikes with an impact weapon, whether intentional or not;
- All other uses of force by an NOPD officer resulting in death; and
- All deaths while the arrestee or detainee is in the custodial care of the NOPD.

Use of Force

Use of Force is when an officer uses physical contact on an individual during a civilian-police interaction. The force can be mild to severe based on the levels of force outlined in the NOPD policy. The force may be considered justified by NOPD policy considering the facts and circumstances known to the officer at the time which would justify that appropriate physical contact based on how officers are trained to handle that interaction. Force will be assessed based on the type of contact utilized compared to the resistance encountered, resulting injuries, witness statements, officer statements, and evidence found.

Levels of Force

- **Level 1:** Includes pointing a firearm at a person and hand control or escort techniques (e.g., elbow grip, wrist grip, or shoulder grip) applied as pressure point compliance techniques that are not reasonably expected to cause injury; takedowns that do not result in actual injury or complaint of injury; and use of an impact weapon for non-striking purposes (e.g., prying limbs, moving or controlling a person) that does not result in actual injury or complaint of injury. It does not include escorting, touching, or handcuffing a person with minimal or no resistance.
- **Level 2:** Includes use of a CEW also known as "tasers" (including where a CEW is fired at a person but misses); and force that causes or could reasonably be expected to cause an injury greater than transitory pain but does not rise to a Level 3 use of force.
- **Level 3:** Includes any strike to the head (except for a strike with an impact weapon); use of impact weapons when contact is made (except to the head), regardless of injury; or the destruction of an animal.
- **Level 4:** Includes all 'serious uses of force' as listed below:
 - (a) All uses of lethal force by an NOPD officer;
 - (b) All critical firearm discharges by an NOPD officer;
 - (c) All uses of force by an NOPD officer resulting in serious physical injury or requiring hospitalization;
 - (d) All neck holds;
 - (e) All uses of force by an NOPD officer resulting in a loss of consciousness;
 - (f) All canine bites;
 - (g) More than two applications of a CEW on an individual during a single interaction, regardless of the mode or duration of the application, and whether the applications are by the same or different officers, or CEW application for 15 seconds or longer, whether continuous or consecutive;
 - (h) Any strike, blow, kick, CEW application, or similar use of force against a handcuffed subject; and
 - (i) Any vehicle pursuit resulting in death, serious physical injury or injuries requiring hospitalization.

Critical Incident / Use of Force Chain of Events

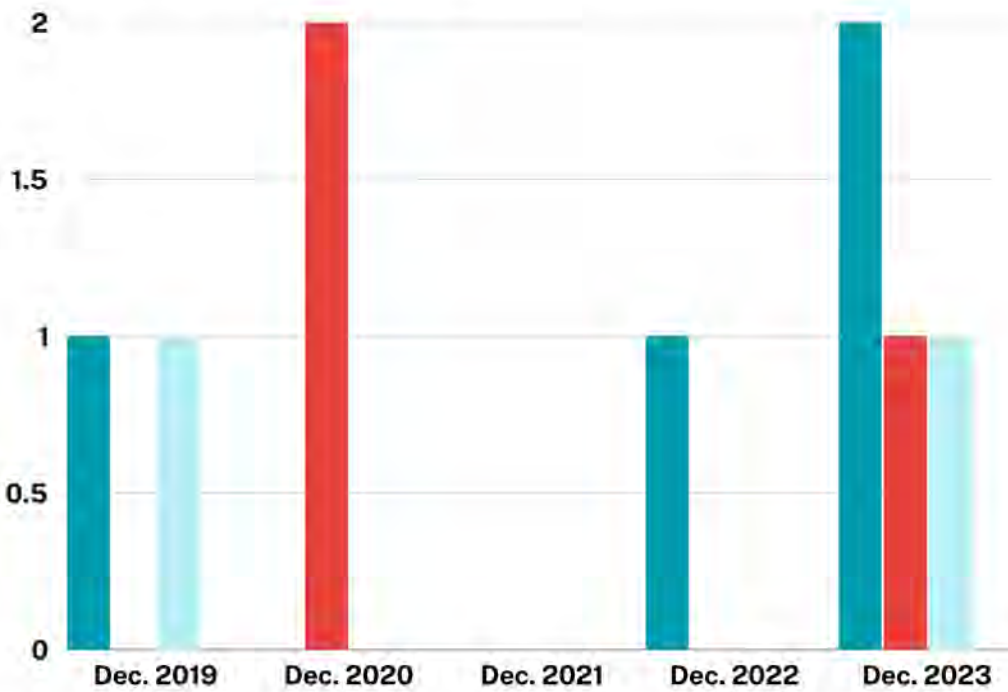


Use of Force Work

Use of Force monitoring and reviews are an opportunity for the OIPM to conduct a qualitative assessment of an investigation to ensure thoroughness, timeliness, fairness, transparency, accountability, and compliance with law, policy, and the Federal Consent Decree. The OIPM monitors and reviews the use of force, in-custody death, and critical incident investigations conducted by the Force Investigation Team (FIT) within the Public Integrity Bureau (PIB) of the NOPD. The OIPM is required by City Code § 2-1121 and by the MOU to monitor the quality and timeliness of NOPD's investigations into use of force and in-custody deaths. The OIPM will attend the investigation or the relevant activity, and will document the activity taken and not taken by the NOPD. The expectation is that the OIPM representative does not participate in the activity, but instead observes the police actions and takes notes.

While OIPM is notified of each use of force that occurs, OIPM gives the most attention to the most serious uses of force incidents, Critical Incidents. However, OIPM will often review lower-level uses of force incidents to ensure NOPD policy is being upheld.

Use of Force This Month 2019, 2020, 2021, 2022, 2023



2

Firearm Discharge this month

1

Critical Incidents this month

1

Level 4 Non-Critical Use of Force this month

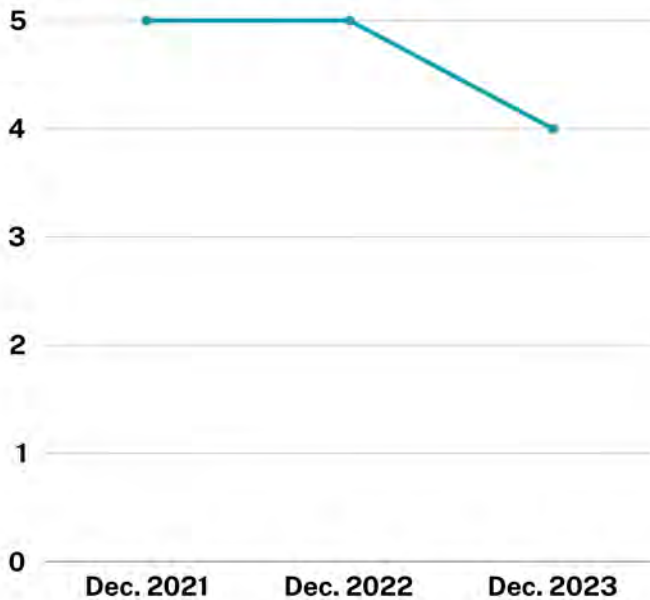
0

Force Monitoring this month

COMMUNITY ENGAGEMENT

The community is vital to police oversight and the center of the work conducted by the OIPM. In the Memorandum of Understanding, the OIPM committed to developing relationships with community and civil groups to receive civilian and anonymous complaints, meeting with police associations, and conduct public outreach meetings and engagement activities. In this section of the Monthly Report, the OIPM explains the community outreach and public events that the OIPM coordinated or participated in the last month.

Outreach - December 2021, 2022, 2023



4

Total Outreach Events this Month

Outreach Events

- 3 hour Professional Development in-service class for mediators on December 9th at OIPM office
- Meet and Greet for mediators and community on Dec 14th in Bywater
- Presented on panel for NACOLE Virtual Training Event on December 14th: “Tips for a Successful Mediation Program”
- U.S. Attorney Consent Decree Working Group meeting



Above is a photo from the Meet and Greet for the mediators and community in the Bywater.

COMMUNITY-POLICE MEDIATION

Relevant Definitions

Mediation

A mediation process helps parties develop a mutual understanding of a conflict. Mediation may help the parties identify disputed issues, facilitate communication, provide an opportunity to improve community relationships, and generate options that may help the parties reach a mutually acceptable resolution.

Consent

All parties must voluntarily agree to participate in mediation and give consent. The consent process involves communication between the participant and the Mediation Director or program staff about the mediation process, what to expect, and clarification of any questions. Consent forms are signed in advance of confirming the mediation session.

Mediator

The role of the mediator is to be a neutral and trained third party who listens, clarifies, and facilitates conversation. Mediators are non-judgmental and do not give advice, take sides, or decide who is right or wrong. Mediators do not influence or pressure participants to come to an agreement. Mediators are trained and recruited by the OIPM.

Voluntary

All participants engage in mediation at their own free will. They can end the process at any time and will not be forced to do anything or say anything they do not want to. No one is forced to agree to anything they do not want to.

Mediation Numbers for November



What is Mediation?

Mediation is an alternative to the traditional process of resolving complaints of police officer misconduct. Mediation provides a process facilitated by two professionally-trained community mediators to create mutual understanding and allow the officer and civilian to be fully heard and understood in a non-judgmental way. Mediation creates a safe, neutral space for officers and civilians to speak for themselves, share about their interaction and how it impacted them, explain what is important to them, and come to their own agreements and solutions about moving forward.

The Public Integrity Bureau (PIB) of the NOPD determines which complaints are referred to the Mediation Program. The types of complaints that are most often referred to mediation are those that allege lack of professionalism, neglect of duty, or discourtesy. Complaints such as unauthorized use of force, unlawful search, and criminal allegations are ineligible for mediation and continue through the formal complaint investigation process by the PIB.

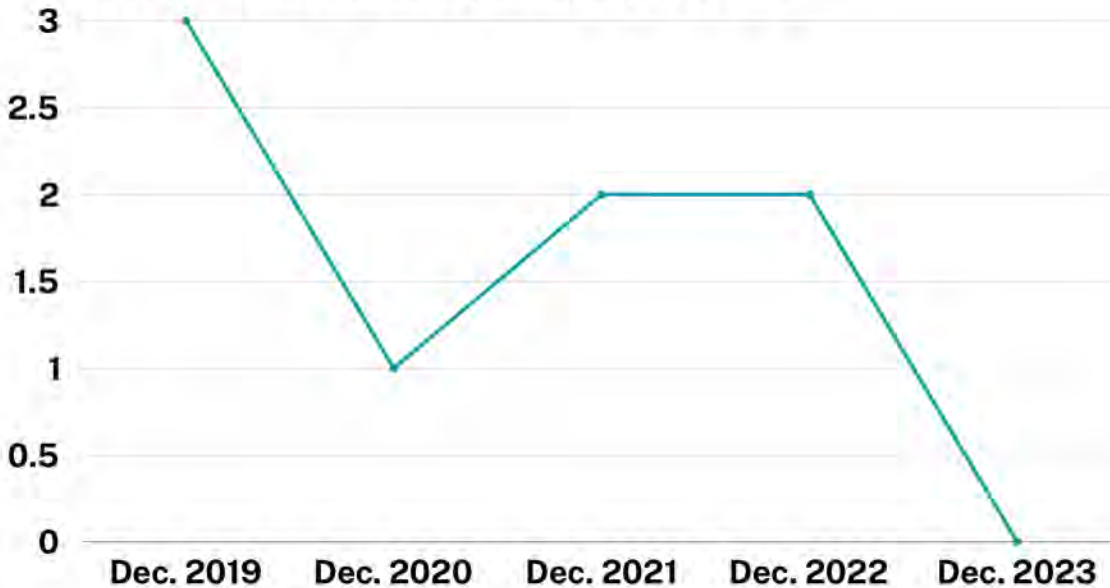
Non-judgmental
Confidential
Voluntary



Mediation is:

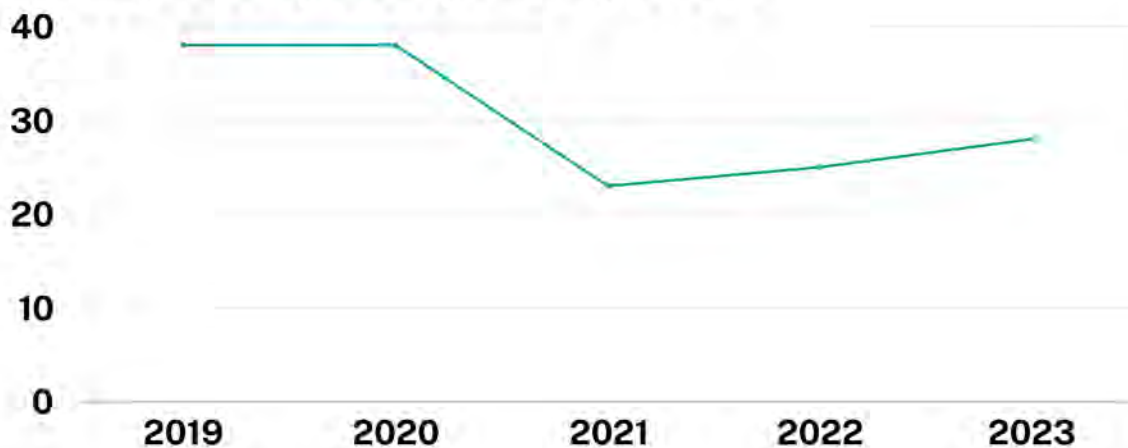
- ➔ A participant-guided process that helps the community member and the officer come to a mutually-agreeable solution. This helps to create mutual understanding and improve relationships.
- ➔ A space of discussion without the need to say who is right or wrong. No evidence is needed. The mediators are not judges. The mediators do not present their thoughts on the issue.
- ➔ It's about dialog, not forced resolutions. People are not forced to shake hands or make-up. The role of the mediators is to be neutral 3rd party facilitators. They will not pressure either participant to come to an agreement.
- ➔ An opportunity for the community member and the officer to be in charge of their own process and outcome. It will not be decided by an outside agency or person. It is outside of any punishment framework or the legal process. There is no appeal because mediation is voluntary.

**Mediations Held This Month
2019, 2020, 2021, 2022, 2023**



0
**Total
Mediations
Held this
month**

**Mediations Held YTD In
2019, 2020, 2021, 2022, 2023**



28
**Total
Mediations
Held YTD**

CONSENT DECREE & OVERSIGHT BACKGROUND

The OIPM is providing the following information in our monthly reports as a way to keep our partners and the public informed of the role of oversight, the policing history that led to the creation of the Consent Decree, and the differences between different types of oversight.

The OIPM wants to use every opportunity available to share valuable information and historical context to our work so everyone working towards the goal of accountability, transparency, and police oversight can be equipped, informed, and engaged.

Over the year, the OIPM may add to this section additional resources and information that we assess as helpful and empowering.



LEGAL JURISDICTION; OBLIGATIONS OF THE OIPM OFFICE AND STAFF

The OIPM operates under three core legal documents that guide the scope of local oversight and the jurisdiction of our work. Additionally, below are overviews of other ordinances that affect our work and create new legal obligations on the OIPM.

New Orleans Code of Ordinances Stat. § XIV: Office of the Independent Police Monitor

This statute was created by voter referendum and provides the legal responsibilities, perimeters, and budgetary support of the OIPM. This was put to a public vote in November 2016 and passed. This statute states the responsibilities of the OIPM and requires particular work streams and tasks. The statute also describes the disclosure requirements of the office.

Louisiana Revised Stat. § 33:2339: Detail or Secondary Employment; City of New Orleans

This statute was created in 2013 and gives legal abilities and subpoena power for the OIPM to investigate allegations of misconduct in the secondary employment system operated by the Office of Police Secondary Employment. The statute is silent as to the ability for the OIPM to refer these investigations to the NOPD or the District Attorney's Office for subsequent criminal or administrative accountability based on the OIPM investigation.

Memorandum of Understanding between NOPD and OIPM Executed November 10, 2010

The MOU is a Memorandum of Understanding between the NOPD and OIPM which outlines the responsibilities, expectations, and authority of the OIPM when providing oversight to the NOPD. Through this MOU, there is clarity regarding the work the OIPM will complete and how the OIPM will access NOPD records, data, and reports and monitor NOPD during on scene investigations. The MOU was entered into in November 2010 and in the coming year the OIPM intends to work with NOPD leadership to review this agreement and determine if it should be updated to ensure it is still relevant and considers updates to technology.

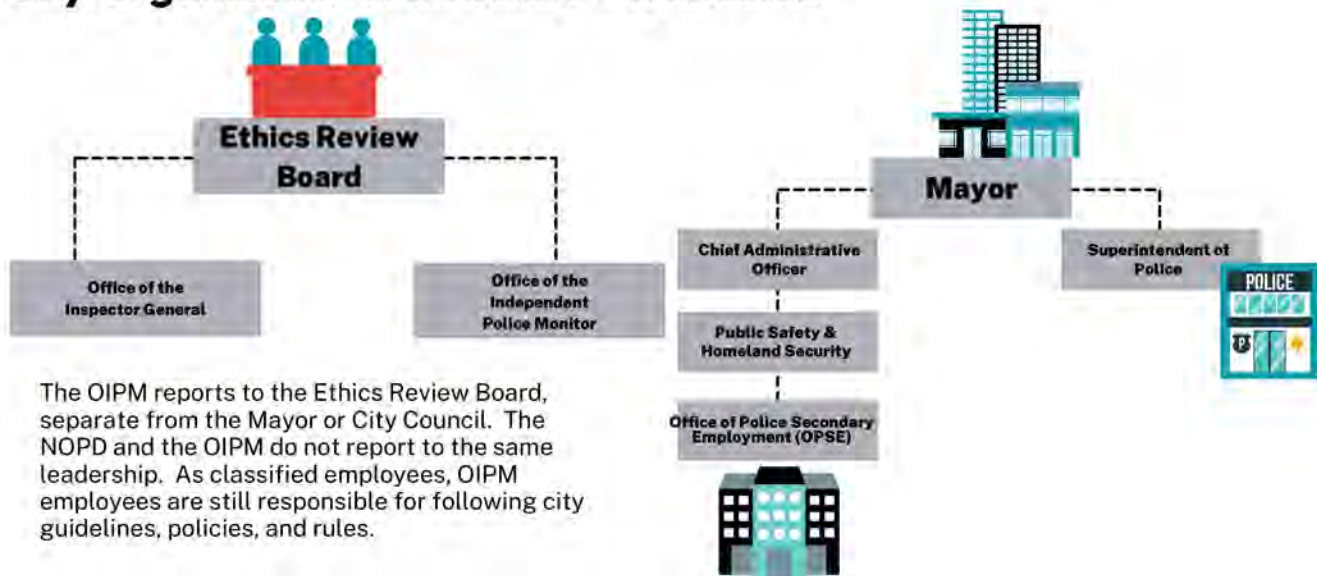
Ordinance 29130: Sharing of Data

Ordinance 29130 requires that our office (along with other public safety agencies) provide data monthly to City Council.

Ordinance 29063: Quarterly Presentations to the Criminal Justice Committee

Ordinance 29063 requires that our office (along with other public safety agencies) present quarterly to the City Council Criminal Justice Committee.

City Organizational Structure - Truncated



OVERSIGHT MODELS

Different Reasons Why There is Oversight / Monitors

Court Ordered

Court ordered monitors through litigation brought by the US Dept. of Justice to end "patterns and practices" of unconstitutional policing under federal law.

Consent Decree Monitors

Monitors that are the result of federal Consent Decrees.

Oversight Agencies

Oversight agency like civilian oversight that is responsible for review, auditing, or investigation.

.....
New Orleans has both of these types of oversight
.....

Models of Civilian Oversight

Review-Focused Model

Review-Focused models tend to utilize volunteer boards and commissions.

- Review-focused models assess the quality of finalized investigations conducted by an internal affairs division or the police department
- Conduct reviews of the agency's policies, procedures and disciplinary proceedings.
- Hold public forums, hear appeals, or make recommendations for investigations regarding allegations of misconduct

OIPM reviews the quality of finalized investigations conducted by the Public Integrity Bureau (which is the internal affairs of the NOPD)

Investigative-Focused Model

Investigative-focused models will employ professionally trained staff

- Investigative-Focused Conduct independent misconduct investigations
- Operate as an intake site for complaints.
- These models may: mediate complaints, analyze policies and practices issue recommendations to the police and public.

OIPM is a complaint intake site and OIPM has investigatory power over the secondary employment office.

Review-Focused Model

- Auditor / Monitor-Focused Assess systemic reform efforts.
- Review processes, evaluate policies, practices, and training. Based on those assessments, this oversight model will identify patterns and make recommendations Share findings with the public.
- These oversight agencies may participate in investigations.

OIPM assesses systemic efforts and will evaluate and review policies, practices and training then provide recommendations to NOPD.

Hybrid Civilian Oversight Model

Hybrid Civilian Oversight Hybrid civilian oversight means there is one office serving functions from different models or multiple agencies in one jurisdiction which may be different models (like an advisory civilian board and the investigatory OIG).

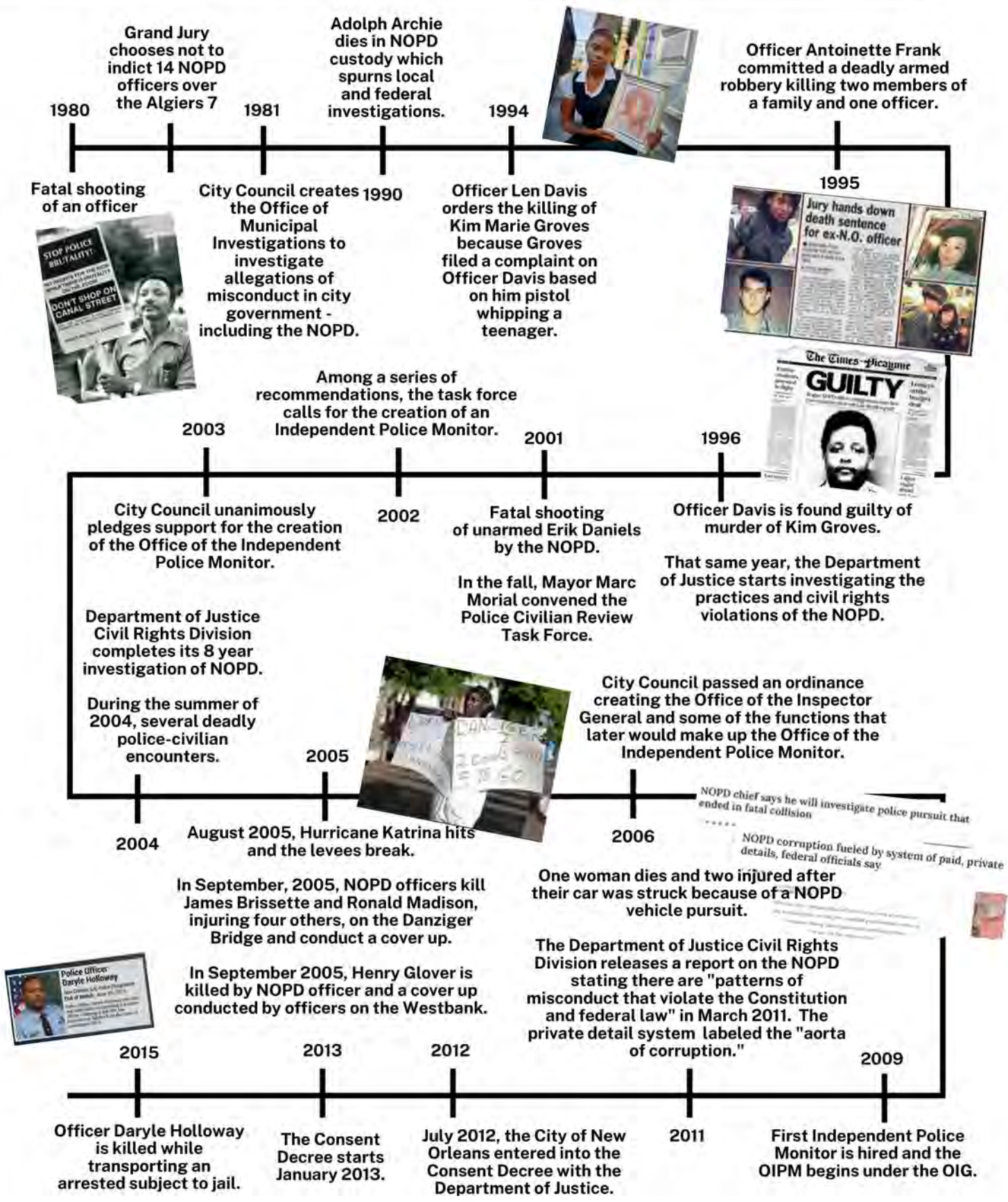
OIPM is a hybrid oversight agency because it has elements of all the different types of oversight models. Additionally, New Orleans has hybrid civilian oversight since we have multiple oversight agencies serving different functions.

13 Principles of Effective Oversight

The National Association for Civilian Oversight of Law Enforcement (NACOLE) identifies these 13 principles as necessary for effective oversight. The OIPM adopted these principles:

- Independence
- Clearly defined and adequate jurisdiction and authority
- Unfettered access to records and facilities
- Access to law enforcement executives and internal affairs staff
- Full cooperation
- Sustained stakeholder support
- Adequate funding and operational resources
- Public reporting and transparency
- Policy patterns in practice analysis
- Community outreach
- Community involvement
- Confidentiality, anonymity, and protection from retaliation
- Procedural justice and legitimacy

BRIEF HISTORICAL HIGHLIGHTS OF THE CONSENT DECREE; POLICING IN NEW ORLEANS



UNDERSTANDING THE CONSENT DECREE AND HISTORY

New Orleans entered a formal consent decree in January, 2013. This Consent Decree process started in the years prior with the investigation of the patterns and practices of the NOPD by the Department of Justice's Civil Rights Division. In order to understand the necessity of the Consent Decree and the reforms required within it, it's important to understand the historical context of the city and the NOPD's problematic behavior within the community.

The NOPD had a long history of misconduct, violence, discriminatory practices, and corruption stemming back decades. In the 1980s was the beginning of a community effort to organize civilian based oversight of the NOPD. This effort resulted in multiple initiatives from the Office of Municipal Investigations to the Police Civilian Review Task Force to eventually the creation of the Office of the Inspector General to the Office of the Independent Police Monitor.

While these local efforts were evolving, simultaneously, the federal government was conducting ongoing investigations of the NOPD, the most recent ending in March 2011. Ultimately, the Department of Justice found that the patterns and practices of the NOPD violated the Constitution and federal law. The report identified systemic deficiencies in multiple operational and substantive areas including policy, supervision, training, discipline, accountability - all of which "led to unconstitutional discrimination, uses of force, stops, searches, and arrests." The findings of the Department of Justice may have surprised the country, but the community of New Orleans was already well aware of the violent and unchecked behavior of the NOPD and the culture of obstructionism and discrimination that existed within the department.

This shared history of policing is briefly overviewed on the next page and the OIPM included examples of the dynamics of the NOPD and the crimes committed that directly impacted the safety of the community and public trust in the police department.

The OIPM strives to acknowledge and remember those in the community who both fought for oversight and were impacted by the pain caused by the NOPD. This is why a tenant of the work completed by civilian oversight is to amplify the voice of the community. It is in that memory that the OIPM works and stays vigilant monitoring the policing occurring today because a possible backslide from compliance, depending on the severity, could result in a return to a pattern and practices of policing that was corrupt, violent, and unconstitutional.

The goal of the Consent Decree is for the reforms to be so deeply enmeshed into the operations, policies, systems, and culture of the police department that to dismantle those reforms would be easily catchable and not only cause alarm in the community but also be virtually impossible because of the changed culture and expectations within supervision and the police department.

The position of the OIPM is that New Orleans must own our history with the police. Our history informs our fears. This is why there is a fear of history repeating itself. In New Orleans there is a real concern of "backsliding" and a return of the "old NOPD." Our neighbors, friends, coworkers, and loved ones may have experienced injustices at the hands of the NOPD. In our recent history as a city, filing a misconduct complaint about the police could have ended with retaliation or violence, walking in an unfamiliar neighborhood may have resulted in intrusive and illegal searches, arrests were conducted with force, officers could be bought, and supervisors turned a blind eye to a culture of corruption, discrimination, and violence.

For this reason, the OIPM is sensitive of allegations or noncompliance in areas that touch on these historical problems and shared fears that may exist in our community. The OIPM will not sweep these fears under a rug, but instead ensure that these allegations are immediately prioritized and addressed:

Criminal activity or associations

Corruption

Violence

Use of Force

Receiving payouts

Field strip searches

Targeting of young African American boys

Supervisors failing to take misconduct allegations

Unauthorized pursuits

Cover-up of wrong doing and manipulation of misconduct investigations

Discriminatory practices

LOCAL & FEDERAL OVERSIGHT IN NEW ORLEANS

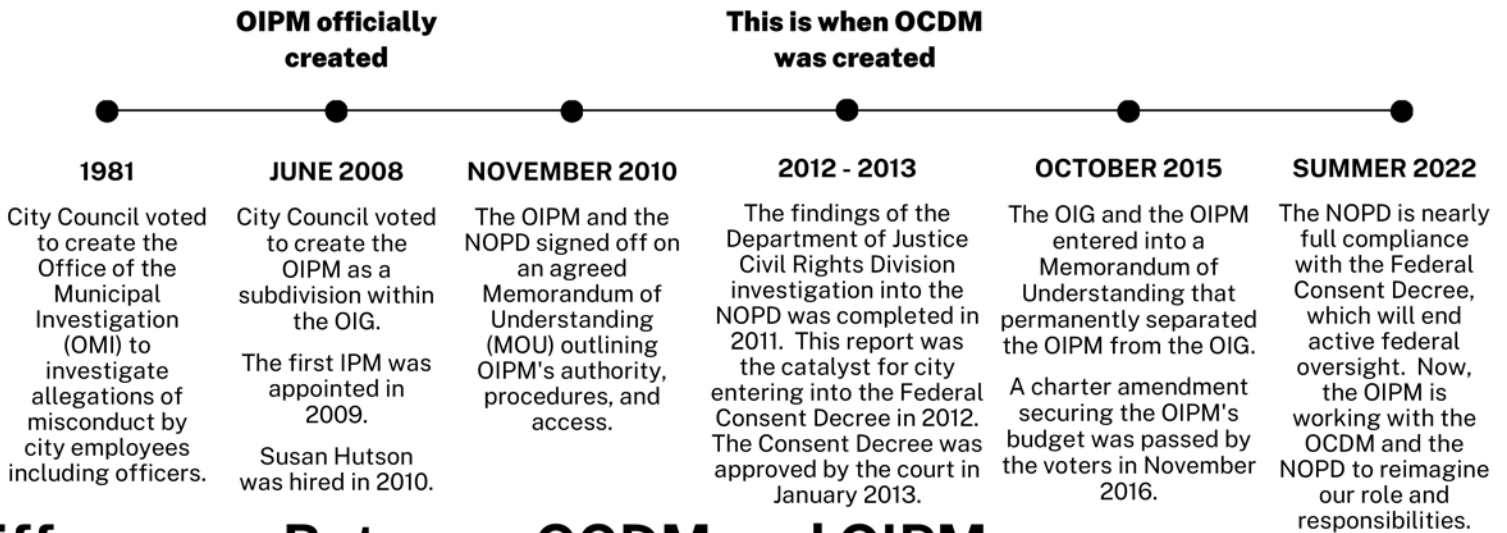
There are two types of monitors in New Orleans. There are three reasons why a city may have oversight or monitoring:

- Court ordered monitors through litigation brought by the US Dept. of Justice to end "patterns and practices" of unconstitutional policing under federal law.
- Monitors that are the result of federal Consent Decrees.
- Oversight agency like civilian oversight that is responsible for review, auditing, or investigation.

New Orleans has monitors for two of these reasons. There are monitors that a result of a federal consent decree and civilian oversight that is responsible for auditing, review, and / or investigation. The two offices have different responsibilities, were created through different mechanisms, and have different jurisdiction - all of which is described below.

Timeline of Oversight

Below is the timeline of oversight in New Orleans. While the Office of the Independent Police Monitor is rather new, the concept of oversight and accountability for officers and public employees has existed in New Orleans since 1981. The OIPM was created in 2008 and became independent in 2015, two years after the Consent Decree was entered into by the City of New Orleans.



Differences Between OICDM and OIPM

Office of the Independent Police Monitor (OIPM)

- Created by City Council and receives jurisdiction and responsibilities from Ordinance.
- Everyone in the office is a city employee.
- On the ground and community based work - complaint intake site, runs the Community-Police Mediation Program,
- On scene monitoring including Use of Force and disciplinary proceedings.
- Provides recommendations and assessments based on reviews of finalized NOPD investigations and policies.
- Monitors investigations in real time and provides real time recommendations that become exhibits in NOPD investigations.
- Analyzes data and builds tools that will benefit the community and increase transparency.
- Funded through .16% of the general fund

Office of the Consent Decree Monitor (OICDM)

- Appointed created by the Consent Decree and receives jurisdiction and responsibilities from the Consent Decree.
- Law firm bid on the city contract to monitor the compliance with the Consent Decree. Predominantly monitors from out of state. No one is employed by the city.
- NOPD needs present all policy rewrites and practice changes to OICDM for approval.
- OICDM worked with the Dept. of Justice to finalize all recommendations then presents to Judge Morgan for final sign off.
- OICDM conducted audits to determine NOPD compliance with the changes.
- Only focuses on matters identified in the Consent Decree.
- Monitors are paid through a contract that was entered into with the city as a necessity of the Consent Decree (Section O: Selection and Compensation of the Monitor)

The overlap between OIPM and OICDM is in policy recommendations, monitoring audits, and creating public reports or holding public forums.

**Monthly Report of
Ethics Trainer**



DECEMBER 2023

MONTHLY REPORT

TRAINING DIVISION
NEW ORLEANS ETHICS REVIEW BOARD



ETHICS REVIEW BOARD WEBSITE - TRAINING MINI LESSONS

The goal of providing a resource-filled space with an improved end-user experience on the ERB website is well underway and will continue until completed, with updates being provided in this report section.

Several mini-lessons will be available for users in the Training section under the 'Resources' tab on the Ethics Review Board website at www.nolaerb.gov.

These short lessons are under 3 minutes long and are intended to provide visitors with primary and supplemental high-level information on an array of hot-button governmental ethics topics.



**POST-SEPARATION
GUIDELINES FOR BOARD AND
COMMISSION MEMBERS**



GIFTS AND TRAVEL

The Training Division would like to screen the video presentations for the Ethics Review Board at the next available meeting before officially adding them to the ERB website.

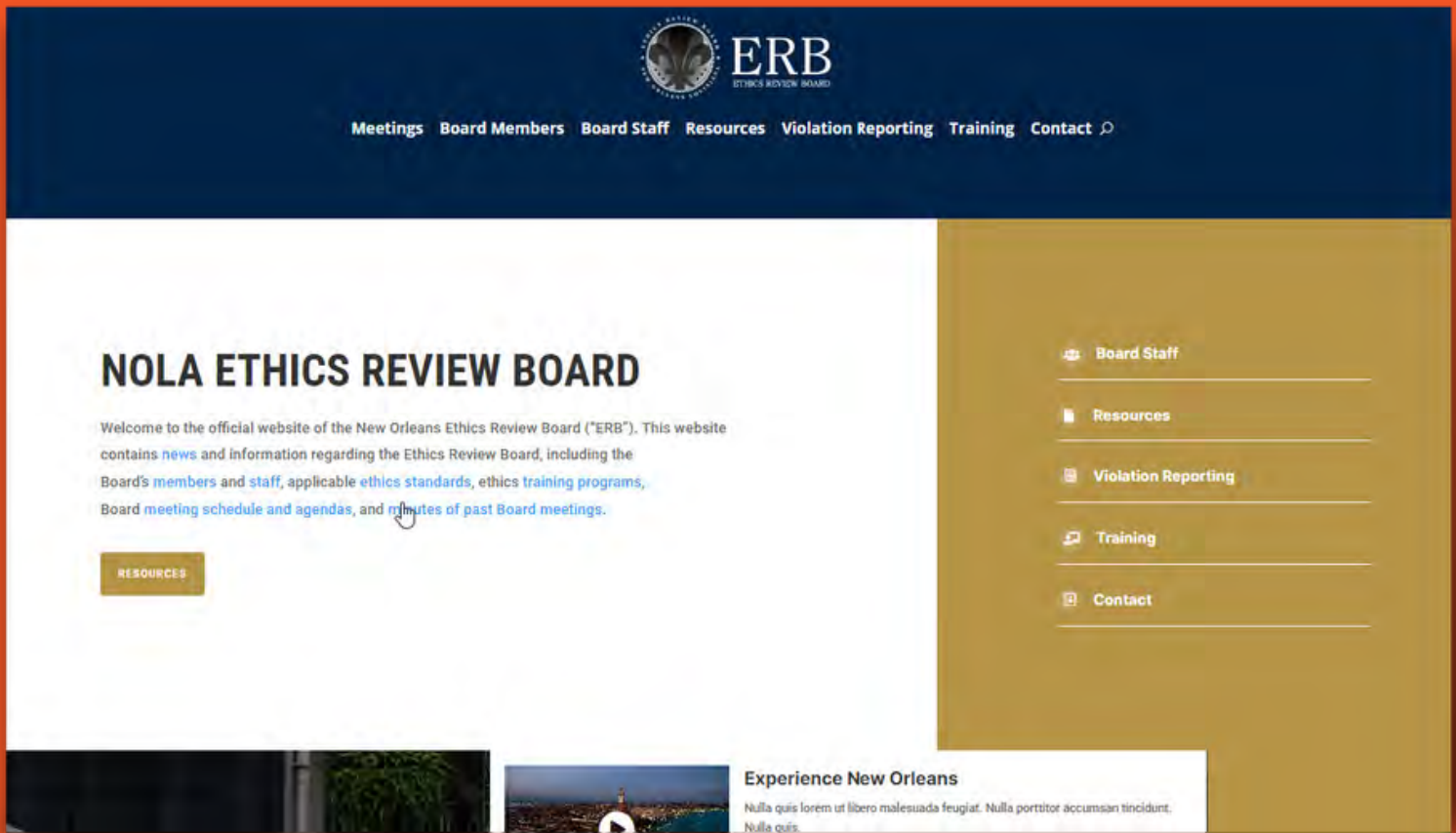


ETHICS REVIEW BOARD WEBSITE - NEW WEBSITE DESIGN WIREFRAME

A wireframe is used to map out the potential layout and navigation of a new website design. A wireframe gives an idea of the site's functionality before finalizing aesthetic and content details.

A wireframe for the redesign of the NOLA Ethics Review Board website (www.nolaerb.gov) has been constructed by BearSoft, a New Orleans-based web design business. BearSoft specializes in WordPress website design, the platform in which the current ERB website was constructed. A formal price quote will be issued upon Board approval to continue moving forward with the project.

The wireframe for the new ERB website will be shown by the Training Division and a walkthrough will be provided at the scheduled ERB meeting.



BearSoft Website Development Proposal

PREPARED BY

Davendra Raghbir

Founder, BearSoft LLC

BearSoft LLC
3510 Kent Dr.
New Orleans, LA 70131

January 3rd, 2023

Please find enclosed our detailed software proposal for your kind consideration.

At BearSoft we are aware that creating client-oriented software takes a mixture of technical excellence and clear communication.

We strive to deliver an individual, innovative and affordable proposal every time and follow it through with an outstanding delivery which is both on time and within budget.

Our previous clients include Turtle Island Communications, MNIBA, EIDS Cleaning, Eyess Freedom Inc, Witches Emporium, AS Tile & Stone, NOLA Uniforms and more!

Please let us know if you would like references from our existing clients.

We also pride ourselves on our after-sales client-care including our guarantees, online staff-training and offsite support.

Finally, we realise that you are very busy and wanted to thank you in advance for your time spent reviewing our proposal.

Sincerely,
Davendra Raghubir
Founder / CEO

Obstacles

Content Production:

As BearSoft is a tech oriented company, we rely on a close relationship with our clients to provide branding, logos, written content, images and videos for a project.

Solution:

A dedicated point of contact with your organisation that would be able to send information that will be used for the website. This information would include articles, magazines, written content, images, logos, videos and overall branding suggestions that can be used in the design to make the website especially unique and representative of your organisation.

Technical Obstacles

Hosting Provider Limitations:

Depending on the scope and size of the website, some hosting providers may not be able to deliver the speed of a modern responsive graphical based website that is necessary to be competitive.

Solution:

We provide world class hosting utilising the Cloudways Platforms with Digital Ocean Servers as our back-end to ensure a 99.9% uptime and can accommodate any of your hosting needs at a competitive price - we'll even price match hosting.

Budgetary Risks

Exceeding budget:

A risk of any large time consuming project is the potential for the project to exceed an allocated budget or the designated time frame outlined.

Solution:

Budgetary risks will be mitigated by focusing on the outlined milestones, a communicative detailed process, and the guarantee of any hours spent outside of the initial budget will be at-cost to BearSoft as we would like to ensure this project is completed to the fullest extent with excellent craftsmanship.

Software

- Based on the hosting provider requirements; Windows/Linux server configuration
- Open Sourced WordPress (6.X) Web Content Management System
- Custom Divi Builder Design, Yoast SEO plugin, Google Analytics scripts



EXECUTIVE SUMMARY

We'd be honoured with the opportunity to assist you with a website redesign in its implementation and maintenance requirements of a complete web solution that includes the following: recommendation of a hosting provider, installation of an easy to use web content management system, insertion of scripted marketing analytics, design of an intuitive responsive website and creating built-in functionality to ease interactions with your online resources.

After a smooth and successful launch from BearSoft we can also happily provide Support & Maintenance contracts at a competitive per hour rate as needed to ensure the website stays maintained as necessary, and to implement requested updates that evolve and grow with your needs.

Signed as accepted by client:

[NAME], [TITLE]

[DATE]

Milestones and Reporting

Hourly & Rate estimation: 70 hours at the rate of \$50 per hour

Total Cost Estimation: \$3500

Milestone	Tasks	Reporting	Hrs	Dates
1 - Analysis - 10 hours				
1.1	Analyse and design stage, gather content, create a system/sitemap mockup	Client notification	10	TBD
2 - Development - 50 hours				
2.1	Develop and implement the graphic designs and user interface experiences	Email notification	35	TBD
2.3	Implement logos, content, images, etc.	Email notification	15	TBD
3 - QA & Testing - 8 hours				
3.1	Internal testing for any bugs, glitches, and patches as needed	Email notification	8	TBD
3.2	Open Beta (volunteer employees)	Email notification	0	TBD
4 - Training - 1 hour				
4.1	Online Zoom Meeting to train staff	Client meeting	1	TBD
5 - Launch - 1 hour				
5.1	Deployment to web facing connections.	Email notification	1	TBD

**Monthly Report of
Executive
Administrator**

MEMORANDUM

To: Ethics Review Board
City of New Orleans

From: Dane S. Ciolino
Executive Administrator and General
Counsel

Date: January 19, 2024

Re: *Monthly Report for December 2024*



I. BUDGET-TO-ACTUAL EXPENDITURES TO DATE

A budget report is attached.

II. COMPLAINTS

The ERB received no complaints during the month of December 2023. Complaint 2024-01 was received on January 17, 2024.

There is one complaint that remains pending for ERB action, namely Complaint 2024-01.

III. APPOINTMENTS TO ERB

The Dillard and Tulane ERB positions remain unfilled. The mayor's office is trying to get Tulane to submit a nominee. The mayor's office is waiting on the (unnamed) Dillard nominee to submit a questionnaire response.

IV. APPOINTMENTS TO QUALITY ASSURANCE REVIEW ADVISORY COMMITTEES

No action has been taken by the mayor's office or the council to fill four vacancies on the QARACs for the OIPM and the OIG.

NOLA Chart In USD

<input type="checkbox"/>	Display Object	Description	Chart Section	2023 Budget	2023 Actual	2023 Encumbrance	2023 Commitment	Variance Amount	Remaining Percent
<input type="checkbox"/>	+ 100	Assets	Balance Sheet	0.00	-2,763.68	0.00	0.00	2,763.68	0.00 %
<input type="checkbox"/>	+ 200	Liabilities	Balance Sheet	0.00	-723.17	0.00	0.00	723.17	0.00 %
<input type="checkbox"/>	+ 300	Fund Balance	Balance Sheet	0.00	180,795.04	0.00	0.00	-180,795.04	0.00 %
<input type="checkbox"/>	+ 500	Revenue	Income Statement	0.00	0.00	0.00	0.00	0.00	0.00 %
<input type="checkbox"/>	- 600	Expenses	Income Statement	292,395.00	180,795.04	0.00	0.00	111,599.96	38.17 %
<input checked="" type="checkbox"/>	- 600-A	Salaries and Wages	Income Statement	176,543.00	178,031.36	0.00	0.00	-1,488.36	-0.84 %
<input type="checkbox"/>	6001010	Salary	Income Statement	132,791.00	134,872.97	0.00	0.00	-2,081.97	-1.57 %
<input type="checkbox"/>	6001110	Municipal Employees Pension	Income Statement	22,886.00	23,211.77	0.00	0.00	-325.77	-1.42 %
<input type="checkbox"/>	6001200	Social Security Taxes	Income Statement	8,259.00	8,247.37	0.00	0.00	11.63	0.14 %
<input type="checkbox"/>	6001210	Medicare	Income Statement	1,931.00	1,928.81	0.00	0.00	2.19	0.11 %
<input type="checkbox"/>	6001300	Group Hospital Insurance	Income Statement	9,500.00	9,024.62	0.00	0.00	475.38	5.00 %
<input type="checkbox"/>	6001310	Workers' Comp Insurance	Income Statement	600.00	601.64	0.00	0.00	-1.64	-0.27 %
<input type="checkbox"/>	6001320	Life Insurance	Income Statement	99.00	88.12	0.00	0.00	10.88	10.99 %
<input type="checkbox"/>	6001330	Unemployment Compensation	Income Statement	56.00	56.06	0.00	0.00	-0.06	-0.11 %
<input type="checkbox"/>	6001763	Longevity Increase	Income Statement	421.00	0.00	0.00	0.00	421.00	100.00 %
<input type="checkbox"/>	- 600-B	Operating	Income Statement	115,852.00	2,763.68	0.00	0.00	113,088.32	97.61 %
<input type="checkbox"/>	6002140	Printing And Binding	Income Statement	0.00	2,185.92	0.00	0.00	-2,185.92	0.00 %
<input type="checkbox"/>	6002600	Miscellaneous	Income Statement	115,852.00	0.00	0.00	0.00	115,852.00	100.00 %
<input type="checkbox"/>	6003272	Computer Software & Applications	Income Statement	0.00	577.76	0.00	0.00	-577.76	0.00 %
<input type="checkbox"/>	6003272	Computer Software & Applications	Income Statement	0.00	577.76	0.00	0.00	-577.76	0.00 %

Item 1

OFFICE OF THE INDEPENDENT POLICE MONITOR

2024 Work Plan



2714 Canal Street Suite 201
New Orleans, LA 70119
(504) 309-9799

www.nolaipm.gov
policemonitor@nolaipm.gov

WELCOME TO 2024



Dear New Orleans Community,

Each January, the Office of the Independent Police Monitor releases a **work plan with our goals for the year to come**.

We view these goals as our roadmap providing guidance and direction on where the OIPM intends to go next. The purpose of the OIPM work plan is not to "lock" the office into a set of projects and goals for the year, but instead for the office to **publicly prioritize where we are best situated to fulfill our mission, provide oversight, and serve our community**. There is an expectation that the OIPM must remain flexible in our commitments in order to respond to the needs of the community and the police department that may arise. This work plan considers the limitations and capacity of this five-person office and budget constraints.

My vision for the OIPM in 2024 is to effectively use our resources and small team to provide oversight to the New Orleans Police Department (NOPD) through the end of the Federal Consent Decree and federal oversight. **I am prioritizing the work that has the largest impact on the community and the department's compliance with the consent decree.**

From increased reports, assessments, and recommendations, to complaint intake and our mediation program, **I am going to increase our accessibility to all, expand our services, and improve how we serve New Orleans.**

In 2024, the OIPM seeks to be a relevant and high performing community-facing city agency. We strive to be responsive, impactful, and consistent in the services we provide and the oversight we conduct. The OIPM looks forward to all we will achieve in 2024 together.

Thank you,

Stella Cziment

Stella Cziment
Independent Police Monitor






MEET THE OIPM TEAM


Stella Cziment Independent Police Monitor




Responsible for managing the team, creating the vision for the office, high level projects and recommendations, ensuring the office achieves its mission, building partnerships and working with governmental and community leaders and NOPD leadership.

How to Reach Me

 Email: scziment@nolaipm.gov

 Office: (504) 309-9799

 Cell / Text: (504) 427-1724


I prefer text messages


Kirschelle McGowan Deputy Police Monitor




Works as the “Chief of Staff” for the team managing all day-to-day operations, approves all complaint and misconduct work product, responsible for high level projects, conducts community outreach and partnership building.

How to Reach Me

 kmcgowan@nolaipm.gov

 Office: (504) 304-5825

 Cell / Text: (504) 250-2360


I prefer text messages


Renee' Livious Office Manager




Manages the OIPM budget, completes all human resource work for the team, works with our vendors and contractors to complete services for the office.

How to Reach Me

 Email: rlivious@nolaipm.gov

 Office: (504) 309-9799


 Cell / Text: (504) 220-8274





Jules Griff Community-Police Mediation Director

Responsible for the operation, training, screening, and coordination of all mediations through the Community-Police Mediation Program. Teaches Active Listening at the NOPD Academy and conducts outreach in the community.

How to Reach Me

 Email: jgriff@nolaipm.gov

 Office: (504) 304-7886


 Cell / Text: (504) 330-6932





Christian Jamal Misconduct and Force Analyst

Completes all complaint intakes and prepares the complaint referrals, monitors disciplinary proceedings and analyzes disciplinary appeals, conducts case reviews, and organizes the OIPM intern program.

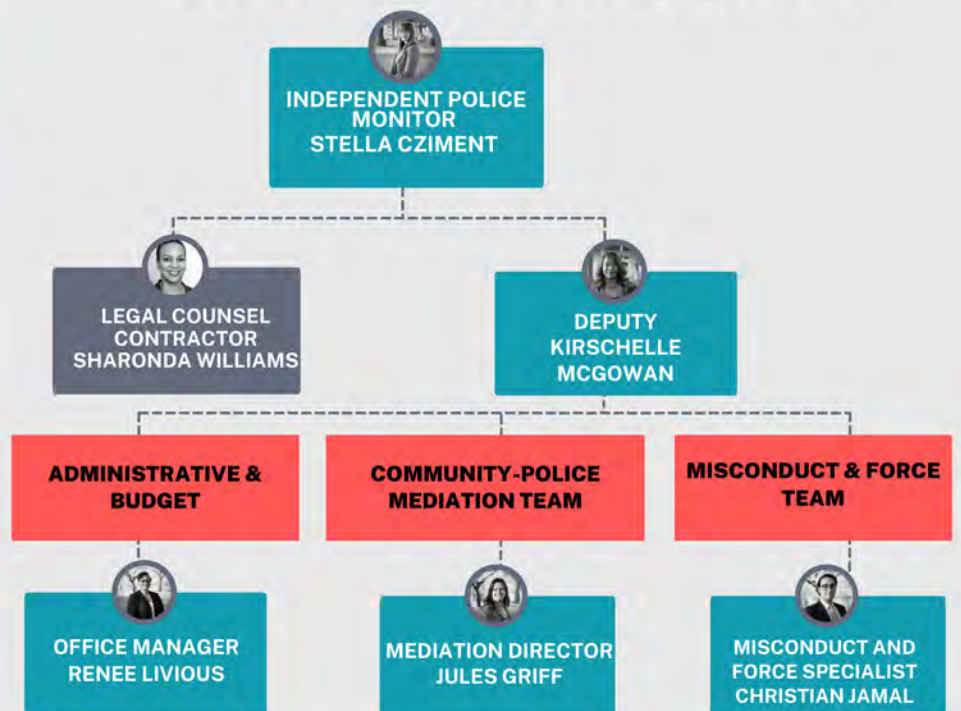
How to Reach Me

 Email: cjamal@nolaipm.gov

 Office: (504) 309-6999

 Cell / Text: (504) 330-1564

OIPM ORGANIZATIONAL CHART





2024 PRIORITIES



Release Informational Guides and Tools

In 2024, the OIPM intends to increase our ability to be an **informational resource for the public**. The OIPM will prioritize a series of informational guides on relevant policing issues for the public. This will include topics like:

- Schools and policing,
- Stunt driving and policing,
- Festival season and policing,
- Informational guides on how to get property back from the police, and
- How to request police reports.

The OIPM wants to ensure that we are equipping and empowering the community to navigate the often confusing policing landscape and processes in New Orleans.



Build the 24 Hour Hotline

Accessibility is a theme in 2024 for the OIPM. To that end, the OIPM intends to continue and hopefully finish a large initiative we started in 2022: to **build a 24 hour “hotline”** available in multiple languages and on various platforms like text, online submission, and phone.

In 2022, the OIPM released the RFP and received vendor proposals. In early 2023, the OIPM selected a vendor but after a year of contract negotiations, we are forced to release the RFP. In 2024, the OIPM intends to rerelease the RFP, select a vendor, and build the platforms. The hotline would be offered in English, Spanish, and Vietnamese and the OIPM is seeking a vendor who can operate a call center with a text and website submission option.



Misconduct Case Reviews

Evaluate quality and comprehensiveness.

In 2024, the OIPM intends to release a series of **case reviews** evaluating the Public Integrity Bureau investigations into allegations of misconduct. These case reviews will include a variety of topics around sexual misconduct, vehicle pursuits, and questions around crowd control and responses to First Amendment gatherings.



Increase Audit Work

We want to check that. In 2024, the OIPM will participate in more **audit checks** and will conduct an audit of the PIB intake and classification process to evaluate compliance with policy, relevant timelines, and the Consent Decree.



Use of Force Review Board

An ongoing question in our oversight is how do we measure this work?

In the coming year, the OIPM will determine how to **best measure and report out the work being conducted around the Use of Force Review Board**. The OIPM will also start producing more publicly accessible information regarding the Use of Force Review Board and their findings on force.

2024 PRIORITIES



Post-Investigation Mediation

More mediation for more people. In 2023, the OIPM worked with the Professional Standards and Accountability Bureau (PSAB) and the Public Integrity Bureau (PIB) to reimagine mediation opportunities. We expanded the mediation policy to include post-investigation mediation (200 - 300 potential cases will be eligible). This means after there is a finding of not sustained or exonerated, members of the community and officers can still agree to participate in mediation in order to address the underlying issues, conflicts, miscommunication. Even if the incident did not constitute misconduct, it is still beneficial to utilize the mediation process to improve community-police trust and relationships.



Internal NOPD Mediation Services

Listening and conflict resolution makes for better officers and a more effective department.

In 2024, the **OIPM will start accepting mediation requests between NOPD employees or within departments.** This process will be formalized with the goal of reducing workplace conflict and improving active listening and communication between NOPD employees.



District Based Mediation Pilot

Offer mediation services to community members outside of police complaints.

Based on feedback and requests received from District Captains, the OIPM is launching a pilot mediation program to serve members of the community who are utilizing police services for ongoing conflicts that could benefit from mediation. The OIPM seeks to reduce unnecessary police engagement / encounters. This will provide a peaceful and productive environment to address the underlying conflict outside of law enforcement.



2024 PRIORITIES



Build Virtual Public Archive and Expand Website

More information and easier to access and understand. Along with expanding our website to make it easier to navigate and provide more information, in 2024, the OIPM intends to work with a community partner to compile a collection of policing documents, old reports, policy guides, and other policing artifacts into a **publicly accessible online archive**. The OIPM wants to offer these services to create historical transparency around policing and oversight in New Orleans that is available to all.



Increase Role in Police Community Advisory Boards (PCABs)

In 2024, the OIPM intends to attend more PCABs meetings, communicate regularly with their membership, increase information sharing, and engage these individuals in more policy and practice recommendations.

Ideally, these boards will be more engaged with the work of the OIPM and policing projects.



Hold More Regular Public Forums

The OIPM intends to hold regular public forums at a higher rate to collect public input on oversight work and the NOPD, discuss Consent Decree compliance, and to engage the public on the policy revisions that are occurring on a monthly basis. **The goal is to create more opportunities for not only public input but for public involvement and engagement in our work and policing issues in New Orleans.**

At each public forum, the OIPM would present the policy that is currently under review by PSAB, receive formal comments then the OIPM will provide this input to the Policy Advisory Committee.



Consent Decree Compliance and Sustainment Strategy

The OIPM intends to collaborate closely with the Office of the Consent Decree Monitors (OCDM) and NOPD leadership to reach **full and effective compliance with the Consent Decree** and prepare for a **successful transition to sustainment**. The OIPM will draft our vision for the next phase of the Consent Decree.



2024 PRIORITIES



Database of Officer Disciplinary History

In 2024, the OIPM intends to finish the multi-year project of **building a publicly accessible database with officer disciplinary, force, and award history**. The OIPM will work with Councilmember Moreno's Office and NOPD leadership to complete the Public Facing Database RFP process under R-20-175. After a vendor is selected, the OIPM will project manage the building of this public facing misconduct database.



Internal Projects to Improve Operations

The OIPM seeks to complete a variety of internal goals and projects in 2024 in order to improve our operations and services. This includes:

- **Hiring for open positions** including another analyst and a data coordinator
- **Completing internal policies** and guiding documents
- Completing our **Peer Review**, implementing recommendations, and preparing for the next review.
- **Selecting and preparing our next cohort of mediators**



Confidentiality Power

Seek confidentiality power through legislative and ordinance protection. Work with governmental leaders and partners on a state and local level in order to receive legally mandated and protected confidentiality ability to protect those that seek to remain confidential.



Increase Policy Review and Opportunities for Engagement

In 2024, the OIPM seeks to **expand our role in the Policy Advisory Committee** as the NOPD revises old policy and creates new policy. Additionally, the OIPM will release more information to the public about policy revisions and opportunities to provide input.



Expand Academy Partnership

The OIPM intends to continue our work with and teaching at the NOPD Academy in 2024. This includes serving on the Training Advisory Committee to **provide training recommendations, teaching the Active Listening Course, and teaching Misconduct and Force Investigation courses** to new investigators.





OIPM WORK

WHAT WE DO



Misconduct Complaints



Disciplinary Proceedings



Data Analysis



Community Outreach



Use of Force



Community-Police Mediation Program



Audits and Policy



Commendations

We serve the community, ensure police transparency, compliance, and accountability, and make policing a safer and more rewarding employment experience.

The OIPM is the oversight body for the New Orleans Police Department (NOPD). The OIPM provides oversight through monitoring, reviewing, and auditing police activity and data. The OIPM is responsible for conducting complaint and commendation intake, on-scene monitoring of critical incidents and uses of force, overseeing the community-officer mediation program, reviewing investigations, providing assessments, identifying patterns, and making recommendations for improved practice, policy, resource allocation, and training. There are three components to the OIPM's work and mission:

The OIPM envisions a police force where the community is a valued and respected partner in public safety and law enforcement. This is achieved through:

- Assurance of transparency, accountability, and fairness within the NOPD and in all policing practices
- Community-driven policing policy that reflects the changing and dynamic needs of New Orleanians
- Continued efforts to engage the community and collaborate with community partners
- Recruitment and retention of a police force that is representative of and responsive to the community it serves
- Utilization of de-escalation techniques and methods when responding to calls for service
- Conducting only lawful and necessary arrests free of discriminatory practices
- Thorough and effective investigations resulting in appropriate arrests and prosecutions
- Clear and professional communication with victims and witnesses of crime and all that come into contact with the NOPD
- Responsible utilization of equipment and allocation of resources
- Development of highly trained supervisors and organizational leadership
- Interactions with the public and internally within the police force that are based in mutual trust and respect



What Drives Our Work: Creation Statutes and Legal Expectations

The OIPM operates under three core legal documents that guide the scope of local oversight and the jurisdiction of our work. Additionally, below are overviews of other ordinances that affect our work and create new legal obligations on the OIPM.



New Orleans Code of Ordinances Stat. § XIV: Office of the Independent Police Monitor

This statute was created by voter referendum and provides the legal responsibilities, parameters, and budgetary support of the OIPM. This was put to a public vote in November 2016 and passed. This statute states the responsibilities of the OIPM and requires particular work streams and tasks. The statute also describes the disclosure requirements of the office.



Memorandum of Understanding between NOPD and OIPM Executed November 10, 2010

The MOU is a Memorandum of Understanding between the NOPD and OIPM which outlines the responsibilities, expectations, and authority of the OIPM when providing oversight to the NOPD. Through this MOU, there is clarity regarding the work the OIPM will complete and how the OIPM will access NOPD records, data, and reports and monitor NOPD during on-scene investigations. The MOU was entered into in November 2010, and in the coming year, the OIPM intends to work with NOPD leadership to review this agreement and determine if it should be updated to ensure it is still relevant and considers updates to technology.



Louisiana Revised Stat. § 33:2339: Detail or Secondary Employment; City of New Orleans

This statute was created in 2013 and gives legal abilities and subpoena power for the OIPM to investigate allegations of misconduct in the secondary employment system operated by the Office of Police Secondary Employment. The statute is silent as to the ability for the OIPM to refer these investigations to the NOPD or the District Attorney's Office for subsequent criminal or administrative accountability based on the OIPM investigation.



Ordinance 29130: Sharing of Data

Ordinance 29130 requires that our office (along with other public safety agencies) provide data monthly to City Council. Since this ordinance passed, the OIPM started adding the requested data to the ERB monthly report and formally submitting it to both the ERB and City Council.



Ordinance 29063: Quarterly Presentations to the Criminal Justice Committee

Ordinance 29063 requires that our office (along with other public safety agencies) present quarterly to the City Council Criminal Justice Committee. The OIPM completed our first presentation in August and will be presenting again in February 2023 (the meeting scheduled for November was cancelled due to budget presentations).



WHAT'S NEXT

Right Work for the Right Time

First things first, the OIPM will structure our goals and the themes for our work into appropriate quarters of the year. The OIPM understands that the impact of our work will increase if it's released in a timely manner and when the work will be the best received by the public or the NOPD because it fits into a particular need or is relevant of the time.

Determine How to Engage Our Community and Partners

The OIPM will strive to include and engage relevant community members and partners in our work - from conception to release - to ensure that their voice is heard.

Track the Work

Throughout the year, the OIPM will ask: is this the best way to track and report out the work that is being done? The OIPM will critically examine our work product to ensure it is accurate, understandable, engaging, and informative.

Increase Accessibility

In 2024, the OIPM will seek to be more timely in the posting of released work on our website and update social media platforms so the work can be accessed immediately and easily.

Communicate Our Wins and Work to the Public

The OIPM intends to be more visible and more vocal about what it is we do, how we are doing, and report out our wins, our progress, and our efforts to the public. Our commitment to transparency extends to our work along with policing, so we will strive to increase public awareness and reporting.

Learn How to Improve and Adapt

After reports are released, we want to hear from YOU about how to improve. Feedback will make our work more comprehensive and effective. We will use public forums to both showcase the work that is completed and to hear from the community on how we can continue to improve the our work product and our services.

Finally, if what we learn is that our services or focus would be better utilized somewhere else, we will adapt and reprioritize as needed. We need to respond to our policing, political, and community reality as it develops and that means we will be flexible and aware of how to change and improve.

Let's get to work!
