

Insight 320 Report Validation Audit, April 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	94% (245/262)	Nearly Compliant
320 A Firearm Discharges	95% (19/20)	Compliant
320 B CEWs in Use	NA	Compliant
320 C Canine Deployments and Bites	100% (48/48)	Compliant
320 D Injuries/Deaths In Custody	100% (40/40)	Compliant
320 E Use of force with Contempt-of-cop-like Charges	100% (48/48)	Compliant
320 F Complaints	98% (191/195)	Compliant
320 G FICs	98% (2,451/2,492)	Compliant
320 H Criminal Proceedings	100% (72/72)	Compliant*
320 H Lawsuits	100% (36/36)	Compliant
320 I Protection Orders	4/4	Compliant
320 J Pursuits	100% (50/50)	Compliant
320 J Collisions	100% (48/48)	Compliant
320 K Lost/Stolen Property	96% (54/56)	Compliant*
320 L Interrogations in violation of policy	2/2	Compliant
320 M Credibility Refusals	0/0	Compliant
320 M Suppressed Evidence	0/2	Not Compliant
320 N Discipline	98% (59/60)	Compliant
320 O Non-disciplinary Corrective Action	100% (215/215)	Compliant*
320 P Awards	100% (38/38)	Compliant
320 Q Training	100% (15/15)	Compliant
320 R Sick Leave	100% (5,962/5,962)	Compliant*

*Indicates compliance improved after updates through PSAB 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: 94% (245/262), **Nearly Compliant**

Summary of results: IPro shows 1,262 uses of force in the past 18 months as of 5/13/22. PSAB randomly selected 30 of the officers who used force. The 30 officers had a total of 131 uses of force. The officers' Summary reports were off by a total of 3. And the officers' Activity reports were off by 14.

Recommendations:

- Insight should show a use of force when an officer is listed on a use of force report even if no force type is listed for the officer as long as the report does not indicate the officer was a witness
- Quartech should determine why the one use of force is not showing and make changes so that it shows. It appears to have all required data entry.
- Quartech should determine why the activity count is high for several of the employees with uses of force, and make changes so that the activity counts are accurate.

320 A Firearm Discharges

Compliance Determination: 95% (19/20), **Compliant**

Summary of results: IPro shows 10 shootings in the past 18 months as of 5/13/22. All of the officer's Insight Summary reports accurately reflected the IPro firearm discharge data. One officer's Activity report was high by one.

Recommendations:

- Quartech should determine why the activity count is high for one employee and make changes so that the count is accurate.

320 B CEWs in Use

Compliance Determination: **Compliant**

Summary of Results: The Education and Training Division submitted a current list of CEW assignments.

320 C Canine

Compliance Determination: 100% (48/48), **Compliant**

Summary of Results: IAPro documents five officers involved in 22 canine deployments and 2 bites in the past 18 months as of 5/19/22. 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% (40/40), **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 15 officers who were listed on 20 such reports. All showed accurately in the officers' Insight Summary and Activity reports.

320 E Use of Force with Contempt-of-cop-like Charges

Compliance Determination: 100% (48/48), **Compliant**

Summary of Results: IAPro documents 415 uses of force incidents with a subject being charged with an offense against an officer. PSAB randomly selected 15 officers who had a total of 24 such incidents. The officers' Summary and Activity reports reflected the incidents accurately.

320 F Complaints

Compliance Determination: 98% (191/195), **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 and the number of closed complaints. In the past 18 months 665 officers were accused of 1,896 allegations. PSAB randomly sampled 20 officers with a total of 108 allegations, 62 complaints, and 25 closed complaints. All showed accurately except for two allegations in two officers' Summary reports and two complaints in their Activity reports.

Recommendations: Quartech should review the mismatches and make changes to fix them.

320 G FICs

Compliance Determination: 98% (2,451/2,492), **Compliant**

Summary of Results: The FIC databases documents 58,167 officer-subject combinations in the past 18 months. PSAB randomly selected 25 officers, accounting for 882 officer-subject combinations in the past 18 months. The officers' Activity reports were off by a total of 20 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 1,610 officer-subject combinations for those three years. The officers' Summary reports were off by 1 for 2020, 16 for 2021, and 4 for 2022.

To get to 25 officers PSAB also reviewed 12 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. The FIC does not have ID validation. The Department is moving the FIC to a system called Hexagon, which will have ID validation.

320 H Criminal Proceedings

Compliance Determination: 100% (72/72), **Compliant**

Summary of Results: In the past 18 months 16 officers have had at least one citation or charge, totaling 36 charges and citations. The officers' Insight Summary and Activity matched the feeder system perfectly.

320 H Lawsuits

Compliance Determination: 100% (36/36), **Compliant**

Summary of Results: In the past 18 months 96 officers have been named in lawsuits, totaling 121 lawsuit-officer combinations. PSAB randomly selected 15 officers, with a total of 18 lawsuit-officer combinations. The officers' Insight Summary and Activity reports matched the feeder system perfectly.

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.

320 J Pursuits

Compliance Determination: 100% (50/50), **Compliant**

Summary of Results: In the past 18 months there have been 158 pursuit-officer combinations involving 104 officers. PSAB randomly selected 15 officers, accounting for 25 pursuit-officer combinations. Both the Insight Summary and Activity reports perfectly reflected the pursuits.

320 J Collisions

Compliance Determination: 100% (48/48), **Compliant**

Summary of Results: Officers were involved in 339 collisions in the past 18 months. PSAB randomly selected 15 officers with a total of 24 collisions. All showed accurately in the Summary and Activity reports.

320 K Lost/Stolen Property

Compliance Determination: 96% (54/56), **Compliant**

Summary of results: In the past 18 months 22 employees have reported a total of 28 items of NOPD property lost or stolen. The officers' Insight Summary reports were off by 2 and their Activity reports were accurate.

Recommendations:

1. Quartech should fix the issue that is preventing some property issuers from entering data into the Insight Property App for any employee.
2. Quartech and NOPD should configure the Property App and the Insight Summary report to show any type of lost property.

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 through the process NOPD uses to track DA refusals, which involves receiving the gist of all refusals in writing.

320 M Suppressed Evidence

Compliance Determination: 0/2, **Not Compliant**

Summary of Results: In the past 18 months, there has been one instance of res judicata suppressed evidence. NOPD received notice from the District Attorney's office on 5/19/22. As of the writing of this report (5/26/22) the incident is under review at NOPD. The incident will be documented in the Supervisor Feedback Log, which the Department uses to track such instances and make them visible to supervisors in Insight, when the review is complete. PSAB expects the suppressed evidence will be visible in Insight by the time of the next monthly Insight audit.

Data not showing in Insight: According to the suppression list received from the District Attorney's office, a firearm confiscated by one officer was suppressed due to the search having no PC.

Recommendations: None

320 N Discipline (Action Taken)

Compliance Determination: 98% (59/60), **Compliant**

Summary of Results: In the past 18 months officers received 172 instances of discipline. PSAB randomly selected 25 officers with a total of 30 instances of discipline. The discipline showed accurately in the officers' Summary reports. One officer's Activity report was off by one instance of discipline.

Recommendations: Quartech should review the discipline that is not be counted in the Activity report, it is education based discipline, and make changes so that the activity report has an accurate count.

320 O Non-disciplinary Corrective Action

Compliance Determination: 100% (215/215), **Compliant**

Summary of results: Supervisors have entered 2,727 notes, redirections, and counseling in the past 18 months into the Supervisor Feedback Log. The Insight Summary report shows notes, redirections, and counseling. The Activity report counts redirections and counseling. PSAB randomly sampled 25 officers with these three types of SFLs. The officers accounted for 125 total notes, redirections, and counseling, 90 of which were redirections and counseling. The Summary and Activity reports reflected the officers' SFLs accurately.

320 P Awards

Compliance Determination: 100% (38/38), **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 starting with the third officer, as documented on the awards ceremony brochure. This method of random selection resulted in 16 officers who

received a total of 19 awards. All showed accurately in the officers' Insight Summary and Activity reports.

320 Q Training

Compliance Determination: 100% (15/15), **Compliant**

Summary of Results: In the past 18 months, NOPD employees completed 49,960 trainings. PSAB randomly sampled 15. 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 selected 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: 100% (5,962/5,962), **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 997 NOPD employees used 165,028 hours of sick leave. PSAB randomly selected 15 employees with a total of 2,981 hours of sick leave. The employees' Summary and Activity accurately reflected the sick leave.