

Insight 320 Report Validation Audit, December 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 February and March 2023 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	92% (68/74)	Not Compliant
320 A Firearm Discharges	100% (10/10)	Compliant
320 B CEWs in Use	100%	Compliant
320 C Canine Deployments and Bites	100% (42/42)	Compliant
320 D Injuries/Deaths In Custody	100% (38/38)	Compliant
320 E Use of force with Contempt-of-cop-like Charges	100% (50/50)	Compliant
320 F Complaints	95% (91/96)	Compliant
320 G FICs	99% (1,104/1,117)	Compliant
320 H Criminal Proceedings	95% (36/38)	Compliant
320 H Lawsuits	100% (64/64)	Compliant
320 I Protection Orders	100% (5/5)	Compliant
320 J Pursuits	100% (40/40)	Compliant
320 J Collisions	100% (32/32)	Compliant
320 K Lost/Stolen Property	40% (16/40)	Not Compliant
320 L Interrogations in violation of policy	100% (0/0)	Compliant
320 M Credibility Refusals	0/0	Compliant
320 M Suppressed Evidence	2/4	Not Compliant
320 N Discipline	74% (65/88)	Not Compliant
320 O Non-disciplinary Corrective Action	100% (101/101)	Compliant
320 P Awards	46% (13/28)	Not Compliant
320 Q Training	100% (30/30)	Compliant
320 R Sick Leave	79% (5,013/ 6,376)	Not 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: 92% (68/74), **Not Compliant**

Summary of results: IPro shows 1,258 uses of force in the past 18 months as of 11/29/22. PSAB randomly selected 15 of the officers who used force. The 15 officers had a total of 37 uses of force. The officers' Summary reports were off by a total of 2. And the officers' Activity reports were off by 4.

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. Note, a ticket is in the vendor's queue.
- Quartech should determine why the activity count is high for two of the employees and make changes so that the activity counts are accurate.

320 A Firearm Discharges

Compliance Determination: 100% (20/20), **Compliant**

Summary of results: IPro shows 10 shootings in the past 18 months as of 11/29/22. All of the officer's Insight Summary and Activity reports accurately reflected the IPro firearm discharge data.

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% (42/42), **Compliant**

Summary of Results: IPro documents six officers involved in 19 canine deployments and 2 bites in the past 18 months as of 11/29/22. 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% (38/38), **Compliant**

Summary of Results: In the past 18 months 57 officers were listed on reports documenting an in-custody injury or death 77 times. PSAB randomly sampled 15 officers who were listed on 19 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% (50/50), **Compliant**

Summary of Results: IAPro documents 423 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 25 such incidents. The officers' Summary and Activity reports reflected the incidents accurately.

320 F Complaints

Compliance Determination: 95% (89/94), **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 officers were accused in 1,170 complaints. PSAB randomly sampled 15 officers with a total of 48 allegations, 35 complaints, and 11 closed complaints. All showed accurately except for three allegations in three officers' Summary reports and two complaints in their Activity reports.

Recommendations: Quartech should review the mismatches and make sure the allegations and complaints in the Summary and Activity reports handle deletions and changes updated in the feeder set.

320 G FICs

Compliance Determination: 99% (991/1,004), **Compliant**

Summary of Results: The FIC databases documents 63,259 officer-subject combinations in the past 18 months. PSAB randomly selected 15 officers, accounting for 239 officer-subject combinations in the past 18 months. The officers' Activity reports were off by a total of 5 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 15 randomly select officers accounted for 765 officer-subject combinations for those three years. The officers' Summary reports were off by 3 for 2020, 1 for 2021, and 4 for 2022.

PSAB randomly sampled 15 officers and 5 miss-typed IDs on FICs were accounted for overall- The FIC does not have ID validation. The Department is moving the FIC to a system called Hexagon, which will have ID validation.

Recommendations:

- In regard to data entry, the FIC should validate Id's, but Hexagon will validate FIC's once implemented.

320 H Criminal Proceedings

Compliance Determination: 95% (36/38), **Compliant**

Summary of Results: In the past 18 months 10 officers have had at least one citation or charge, totaling 19 charges and citations. PSAB randomly sampled 10 officers with a total of 19 citations or charges. All showed accurately except for one, which showed 1 citation or charge, but showed 0 in the officers' Insight Summary and Activity reports.

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

320 H Lawsuits

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

Summary of Results: In the past 18 months 97 officers have been named in lawsuits, totaling 121 lawsuit-officer combinations. PSAB randomly selected 15 officers, with a total of 32 lawsuit-officer combinations. The officers' Insight Summary and Activity reports matched the feeder system perfectly.

320 I Protection Orders

Compliance Determination: 5/5, **Compliant**

Summary of Results: In the past 18 months five 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% (40/40), **Compliant**

Summary of Results: In the past 18 months there have been 76 pursuit-officer combinations involving 55 officers. PSAB randomly selected 15 officers, accounting for 20 pursuit-officer combinations. Both the Insight Summary and Activity reports perfectly reflected the pursuits.

320 J Collisions

Compliance Determination: 100% (32/32), **Compliant**

Summary of Results: Officers were involved in 197 collisions in the past 18 months. PSAB randomly selected 15 officers with a total of 16 collisions. All showed accurately in the Summary and Activity reports.

320 K Lost/Stolen Property

Compliance Determination: 40% (16/40), **Not Compliant**

Summary of results: In the past 18 months 12 employees have reported a total of 20 items of NOPD property lost or stolen. The officers' Insight Summary and Activity reports were each off by 12.

Recommendations:

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

320 L Interrogations in violation of policy

Compliance Determination: 0/0, **Compliant**

Summary of Results: In the past 18 months, no officers have sustained allegations of an interrogation in violation of policy.

320 M Credibility Refusals

Compliance Determination: **Compliant**

Summary of Results: NOPD is not aware of any 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 refusal types that indicate an NOPD employee is responsible for the refusal. The process involves receiving the notes for all such refusals in writing. As of 1/24/23 PSAB had received the notes for all tracked refusal types, except for six. On 1/24/23, an ADA reviewed the notes for four of the six and found no evidence of credibility being a factor. The ADA could not find the notes for two of the six.

320 M Suppressed Evidence

Compliance Determination: 2/4, **Not Compliant**

Summary of Results: In the past 18 months, there have been two instances of res judicata suppressed evidence. As of the writing of this report (1/24/23) one of the two incidents had not been entered into the Supervisor Feedback Log. The one that was documented was showing accurately in the Insight Summary and Activity report.

Data not showing in Insight: According to the suppression list received from the District Attorney's office, narcotics and a firearm confiscated by an officer was suppressed due to the search having "no RAS for traffic stop."

Recommendations: The officer's command should document the suppressed evidence in the supervisor feedback log.

320 N Discipline (Action Taken)

Compliance Determination: 74% (65/88), **Not Compliant**

Summary of Results: In the past 18 months 69 misconduct allegations were sustained. PSAB randomly selected 31 officers with a total of 44 sustained allegations. Six officers' Summary reports were off by a total of 9 sustained allegations. Nine officer's Activity reports were off by a total of 14 sustained allegations.

Recommendations:

- Quartech should adjust the Summary report to show the Allegation finding field instead of the allegation disposition field from IAPro.
- Quartech should review the mismatches this audit found for the Activity report, which appear to be the result of a different issue than the one this audit found for the Summary report.

320 O Non-disciplinary Corrective Action

Compliance Determination: 100% (101/101), **Compliant**

Summary of results: Supervisors have entered 2,296 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 15 officers with these three types of SFLs. The officers accounted for 56 total notes, redirections, and counseling, 45 of which were redirections and counseling. The Summary and Activity reports reflected the officers' SFLs accurately.

320 P Awards

Compliance Determination: 46% (13/28), **Not Compliant**

Summary of Results: NOPD held one award ceremony in the past 18 months, which was in October 2022. 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 from October's ceremony resulted in 15 officers who received a total of 14 awards. The awards for the officers in Insight Summary were off by thirteen and the Activity reports were off by two.

Recommendations: Quartech has a pending work order ticket for the mismatch issue between the Summary and Activity reports.

320 Q Training

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

Summary of Results: In the past 18 months, NOPD employees completed 84,629 trainings. PSAB randomly sampled 30. All showed accurately in the employees' Summary reports. The Activity report does not show training information. This audit procedure did not attempt to assess whether all trainings accurately showed in the employees' Summary reports. Instead, PSAB assessed whether randomly selected individual trainings accurately showed in the employee's Summary report.

320 R Sick Leave

Compliance Determination: 79% (5,013/6,376), **Not Compliant**

Summary of Results: The Insight Summary and Activity reports show the sum of sick leave hours used by employees. In the past 18 months 1,063 NOPD employees used 165,202.59 hours of sick leave. PSAB randomly selected 15 employees with a total of 3,188 hours of sick leave. The employees' Summary Reports were off by 794 hours and their Activity reports were off by 569.

Recommendation: Quartech needs to ensure that the data set matches the feeder set and account for any deletions or changes.