

Insight 320 Report Validation Audit Jan 2022

Introduction

PSAB conducted an audit of the data that is required to be in NOPD's early warning system (Insight). Unlike previous audits, the Insight vendor was not available to address audit findings immediately. The vendor is working on other priorities and will address the audit findings, described below, when tickets with a higher priority are resolved.

The data used for this audit is from November 2021 through January 2022. The previous instance of this audit was in October 2021 and used data from January through October 2021.

Summary Table

Sub-paragraph	Score	Compliance
320 A All Use of Force	97% (29/30)	Compliant*
320 A Firearm Discharges	2/2	Compliant*
320 B CEWs in Use	NA	Complaint
320 C Canine	3/3	Compliant*
320 D Injuries/Deaths In Custody	7/7	Compliant*
320 E Use of force with Contempt-of-cop-like Charges	100% (30/30)	Compliant*
320 F Complaints	97% (29/30)	Compliant*
320 G FICs	99% (2,239/2,269)	Compliant
320 H Criminal Proceedings	6/6	Compliant*
320 H Lawsuits	100% (25/25)	Compliant*
320 I Protection Orders	1/1	Compliant
320 J Pursuits	9/9	Compliant*
320 J Collisions	100% (30/30)	Compliant*
320 K Lost/Stolen Property	12/12 (100%)	Compliant*
320 L Interrogations in violation of policy	0/0	Compliant
320 M Credibility Refusals	0/0	Compliant
320 M Suppressed Evidence	0/0	Compliant
320 N Discipline	6/7 (86%)	Not Compliant
320 O Non-disciplinary Corrective Action	44% (24/55)	Not Compliant
320 P Awards	0/0	Compliant
320 Q Training	83% (25/30)	Not Compliant*
320 R Sick Leave	100% (25/25)	Compliant*

*Indicates compliance improved after PSAB's first assessment

320 A All Use of Force

Compliance Determination: 97% (29/30), **Compliant**

Summary of results: There were 165 uses of force since Nov 2021. 30 were randomly selected. 25 (83%) showed accurately in the Insight Summary report on 1/19/21. PIB FIT made some updates to the data. 26 (87%) showed accurately on 1/25/21. 29 (97%) showed accurately on 1/28/22 after a delayed data load.

Recommendations:

1. Insight should show the use of force if the officer's role (Off_Role) is blank or is "Actively Involved." In other words, we should assume an officer who is listed on a use of force report used force until he/she has been documented as a witness.
2. Insight should show the use of force if the force type is blank. This is why the use of force above is not currently showing in Insight.
3. Quartech should load data every night.
 - a. If Quartech does not already have an alert system for when data loads fail, is should build one.
4. Supervisors investigating force should document the force type and officer role in BlueTeam as soon as they know what they are.

320 A Firearm Discharges

Compliance Determination: 2/2, **Compliant**

Summary of results: The PIB FIT shooting tracking spreadsheet shows one shooting incident since the last audit in Oct 2021. The incident included two officers discharging their firearm and was not showing in Insight as of 1/20/22. FIT entered the data into IAPro on 1/24/22 after being contacted by PSAB. Neither were showing in Insight on 1/26/22. Both were showing on 1/28/22 after a delayed data load.

Recommendations:

1. Quartech should load data every night.
2. NOPD should enter officer information, officer role information, and force type information as soon as the supervisor investigating the use of force has the information.

320 B CEWs in Use

Compliance Determination: **Compliant**

Summary of Results: PSAB received the CEW assignments spreadsheet from E&TD SPO on 1/20/22.

Recommendations: None

320 C Canine

Compliance Determination: 3/3, **Compliant**

Summary of Results: 3 use of force reports since Nov 2021 document a canine deployment. 2 were showing in Insight as of 1/19/22. All 3 were showing on 1/28/22 after delayed data load.

Recommendations: Quartech should load data every night.

320 D EPR Injuries and Deaths In-custody

Compliance Determination: 7/7, **Compliant**

Summary of Results: Six employees are listed on EPRs indicating a person was injured or died in custody. One employee is listed on two reports. That makes 7 officer-in-custody-injury combinations. 6 (86%) were showing in the officers' Employee Summary Report as of 1/19/22. PSAB contacted the district and NOPD IT to correct a miss-typed ID. All were showing on 2/2/22.

Recommendations: Add data validation to the EPR officer section. Hexagon will have validation.

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

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

Summary of Results: There are 51 UoF-Officer-Contempt-of-cop-charge combinations since Nov 2021. PSAB randomly selected 30. 27 (90%) showed in the officers' Employee Summary Report, as of 1/19/22. All 30 showed on 1/28/22 after delayed data load.

Recommendations: Quartech should load data every night.

320 F Complaints

Compliance Determination: 97% (29/30), **Compliant**

Summary of Results: Since Nov 2021, there were 199 instances of officers being accused of misconduct in complaints. PSAB randomly selected 30. 24 (80%) showed in the officers' Employee Summary Report, as of 1/19/22. 26 (87%) were showing on 1/28/22, after a delayed data load. Quartech began using the created date. 29/30 were showing on 2/15/22.

Recommendations:

1. Insight should not require an occurred date to show complaints. Insight should use the created date, which is available for all complaints (occurred date is a manually entered field that is not required by IAPro). An occurred date does not make sense for many of the complaints that are not showing Insight because they are missing an occurred date. The officers are being accused of something that happened multiple times on multiple dates.

2. PIB should enter the officers ID into IAPro as soon as they have the information. One officer is not showing in Insight because the accused officer's ID has yet to be entered into IAPro.

320 G FICs

Compliance Determination: 99% (2,239/2,269), **Compliant**

Summary of Results: PSAB reviewed the FIC counts for 25 randomly selected IDs in FICs. Overall, PSAB found 99% (2,239/2,269) compliance. PSAB reviewed the count in the activity report (98%) and the counts in the Summary report for 2020, 2021, and 2022. 2020 had 100% compliance, 2021 had 99% compliance, 2022 has 53% compliance. 2022's low compliance rate is mostly because the number of FICs is small at 17. Additionally, 5 of the randomly selected IDs were miss-typed IDs. PSAB counted these as not compliant, but because they represented few FICs (1 or 2 per incorrect ID) the impact on overall compliance was negligible.

Recommendations:

1. Add validation to the FIC ID. Hexagon will have validation.
2. Quartech should compare their query to PSAB's (low priority because the overall compliance rate is high).

320 H Criminal Proceedings

Compliance Determination: 6/6, **Compliant**

Summary of Results: 1 charge had been added since Nov 2021, as of 1/19/22. It showed in the officer's Summary report. PIB entered 5 more charges on 1/27/22. All six showed on 1/28/22.

Recommendations: PIB should enter charges as soon as they know about them.

320 H Lawsuits

Compliance Determination: 100% (25/25), **Compliant**

Summary of Results: None since Nov 2021 as of 1/19/22. 33 entered on 1/26/22 after PSAB contacted PIB and the City Attorney's office. For a random sample of 25, all showed in the officers' Insight Employee Summary Reports on 1/28/22.

Recommendations: The City Attorney's office should contact PIB as soon as they learn about a lawsuit against an NOPD employee.

320 I Protection Orders

Compliance Determination: 1/1, **Compliant**

Summary of Results: One officer had a protection order since Nov 2021 and it is showing in the officer's Activity report.

Recommendations: None

320 J Pursuits

Compliance Determination: 9/9, **Compliant**

Summary of Results: None were entered into IAPro since Nov 2021, as of 1/20/22. MSB Fleet entered 9 pursuits since 1/20/22 and as of 1/25/22 after being contacted by PSAB. 0 were showing as of 1/27/22. All 9 were showing on 1/28/22 after a delayed data load.

Recommendations:

1. Quartech needs to load data every night.
2. Insight should not create a pursuit date if the Occurred Date is blank. Currently the Employee Summary report puts the Created Date in the Pursuit Date column when the Occurred Date is blank. Insight should not manufacture data. The Pursuit date should be blank when the Occurred Date is blank.
3. Add a created date column to the Pursuit Information table in the Employee Summary Report.
4. The Pursuit Information table is not mapping the correct field to the Result of Pursuit column. It is currently showing the Initial Violation field (IADATA.IA_ADM.Pursuits.[Violation]) in the Result of Pursuit column.

320 J Collisions

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

Summary of Results: 65 collisions were entered into IAPro since Nov 2021. PSAB randomly selected 30. 26 (87%) showed in the officers' Summary reports, as of 1/27/22. All were showing on 1/28/22 after a delayed data load.

Recommendations:

1. Quartech should load data every night and create an alert system for when data loads fail.
2. Quartech should use the created date to filter the Summary report. One vehicle accident was entered into IAPro on 12/7/21. The collision occurred on 2/21/20, which is more than 18 months before 12/7/21. So the officer's supervisor won't see the accident unless they change

the dates on the summary report. New data should show in the employee summary report regardless of the occurrence date.

3. The summary report should show the occurred date and created date in the collisions table so the supervisor can see that, in cases like this, the incident happened a while ago and was recently entered.
4. Quartech should not call the Created Date the Collision Date in the Summary report. We can't manufacture data. If the occurred date is blank, show it as blank. And add a column for the created date. For one collision the occurred date was not entered, but the created date is 12/15/2021 and the summary report says the collision date is 12/15/21.

320 K Lost/Stolen Property

Compliance Determination: 12/12 (100%), **Compliant**

Summary of results: There are 8 EPRs documenting NOPD employees reported 12 items of NOPD property lost or stolen since 10/22/21. 1 (8%) was showing in Insight as of 1/13/22. 11 (92%) were showing in Insight on 1/27/22. All 12 were showing on 1/31/22.

Recommendations:

1. Employees who manage property assignments should update Insight's property app whenever they replace NOPD property that is lost or stolen. If such employees are not trained to use Insight's Property App they should notify EIU about the lost/stolen property and EIU should do the data entry.

320 L Interrogations in violation of policy

Compliance Determination: **Compliant**

Summary of Results: There were none since last audit in Oct 2021.

Recommendations: None

320 M Credibility Refusals

Compliance Determination: **Compliant**

Summary of Results: There have been none since Oct 2021. This was confirmed by email from the district attorney's office.

Recommendations: None

320 M Suppressed Evidence

Compliance Determination: **Compliant**

Summary of Results: There have been none since last audit. This was confirmed with the district attorney's office by Chief Sandifer.

Recommendations: None

320 N Discipline (Action Taken)

Compliance Determination: 6/7 (86%), **Not Compliant**

Summary of Results: There were 7 new disciplinary actions taken since the last audit in October 2021. 6 (86%) showed in the officers' Summary reports.

Recommendations: Quartech should review the one that is not showing. It's unclear why it isn't showing. The completed complaint is showing in the officer's Employee Summary Report, but the Action Taken is blank.

320 O Non-disciplinary Corrective Action

Compliance Determination: 44% (24/55), **Not Compliant**

Summary of results: There we 140 SFL Redirections and Counseling created since November 2021. PSAB randomly selected 15 officers who were the subject of the redirections or counseling. The 15 officers had a total of 55 redirections, counseling, and notes completed in 2021. The Insight Employee Summary Reports showed 24 (44%) of them and the Insight Employee Activity Report showed 16 (29%).

It is important to note that SFL is a part (feature, sub-app) of Insight. Supervisors can view all of their officers' SFLs in Insight. This audit found the Insight Summary and Activity reports are showing incomplete SFL data.

Recommendations: Quartech should review. It's unclear why the SFLs are not showing accurately in the Summary and Activity reports.

320 P Awards

Compliance Determination: **Compliant**

Summary of Results: There has been no awards ceremony since the last audit in Oct 2021. The first 10 awards from the last awards ceremony in July 2021 are still showing in the officers' Insight reports.

Recommendations: None

320 Q Training

Compliance Determination: 83% (25/30), **Not Compliant**

Summary of Results: PSAB received SABA data from Policy and Planning on 1/21/22. PSAB asked IT about the automated feed from Saba to Insight. The feed is not yet automated. PSAB requested a manual load on 1/21/22. IT loaded the data on 1/24/22. PSAB randomly selected 30 on 1/15/22. The first five were not showing. The first ten were not showing on 1/27/22. 83% (25/30) showed in the officers' Employee Summary Reports on 1/28/22 after a delayed data load.

Recommendations:

1. NOPD/IT should create an automated feeder of Saba data for Insight.
2. Quartech should load data every night.
3. Quartech should review the ones that are not showing. It's unclear why they are not showing.
4. Insight should not convert course hours to a number value. For example, Insight shows 00:30 as 0.00 in the Credit Hours column of the Training Information table of the Employee Summary Report. The credit hours do not need to be numbers because they are not being summed anywhere in Insight. Insight should show the credit hours as a string value to improve accuracy.

320 R Sick Leave

Compliance Determination: 100% (25/25), **Compliant**

Summary of Results: There have been 4096 records of sick leave in ADP since Nov 2021. PSAB randomly sampled 25. 3 (12%) showed in the officers' Insight Employee Summary Reports as of 1/25/22. All showed on 1/28/22 after a delayed data load.

Recommendations:

1. Quartech should load data every night.