

# Insight 320 Report Validation Audit, March 2023

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## 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	95% (59/62)	Compliant
320 A Firearm Discharges	93% (13/14)	Nearly Compliant
320 B CEWs in Use	NA	Compliant
320 C Canine Deployments and Bites	100% (50/50)	Compliant
320 D Injuries/Deaths In Custody	97% (35/36)	Compliant
320 E Use of force with Contempt-of-cop-like Charges	100% (42/42)	Compliant
320 F Complaints	89% (98/110)	Not Compliant
320 G FICs	99% (1,282/1,299)	Compliant
320 H Criminal Proceedings	100% (30/30)	Compliant
320 H Lawsuits	100% (54/54)	Compliant
320 I Protection Orders	100% (7/7)	Compliant
320 J Pursuits	100% (40/40)	Compliant
320 J Collisions	100% (36/36)	Compliant
320 K Lost/Stolen Property	85% (104/122)	Not Compliant
320 L Interrogations in violation of policy	0/0	Compliant
320 M Credibility Refusals	0/0	Compliant
320 M Suppressed Evidence	2/2	Compliant
320 N Discipline	84% (76/90)	Not Compliant
320 O Non-disciplinary Corrective Action	100% (27/27)	Compliant
320 P Awards	36% (32/88)	Not Compliant
320 Q Training	100% (30/30)	Compliant
320 R Sick Leave	86% (7,452/ 8,638)	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: 95% (59/62), **Compliant**

Summary of results: IPro shows 1,363 uses of force in the past 18 months as of 2/28/23. PSAB randomly selected 15 of the officers who used force. The 15 officers had a total of 31 uses of force. The officers' Activity reports were off by 3.

Recommendations:

There is a pending ticket in the vendor's queue to 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.

### 320 A Firearm Discharges

Compliance Determination: 93% (13/14), **Nearly Compliant**

Summary of results: IPro shows 8 shootings in the past 18 months as of 2/28/23. One officer's Activity report was off by 1.

Recommendations:

Quartech should review this mismatch and resolve the issue to correct the count in the Activity report.

### 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% (50/50), **Compliant**

Summary of Results: IPro documents six officers involved in 21 canine deployments and 4 bites in the past 18 months as of 2/28/23. 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: 97% (35/36), **Compliant**

Summary of Results: In the past 18 months 59 officers were listed on reports documenting an in-custody injury or death 83 times. PSAB randomly sampled 15 officers who were listed on 18 such reports. One officer's Activity report was off by 1.

### 320 E Use of force with Contempt-of-cop-like Charges

Compliance Determination: 100% (42/42), **Compliant**

Summary of Results: IAPro documents 474 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 21 such incidents. The officers' Summary and Activity reports reflected the incidents accurately.

### 320 F Complaints

Compliance Determination: 89% (98/110), **Not 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 1,175 complaints. PSAB randomly sampled 30 officers with a total of 50 allegations, 43 complaints, and 17 closed complaints. Five officers' Summary reports were off by six allegations and their Activity reports were off by six complaints.

Recommendations:

Quartech reviewed the data and concluded that the complaint data is being updated daily rather than replacing it with current data. Quartech will change the program to replace the date with the current info from IAPro daily.

### 320 G FICs

Compliance Determination: 99% (1,282/1,299), **Compliant**

Summary of Results: The FIC databases documents 52,562 officer-subject combinations in the past 18 months. PSAB randomly selected 15 officers, accounting for 491 officer-subject combinations in the past 18 months. The officers' Activity reports were off by a total of 7 FICs. The Insight Summary report also provides a count for the subjects FIC'd by the officer in the years 2021, 2022, and 2023. The 15

randomly select officers accounted for 808 officer-subject combinations for those three years. The officers' Summary reports were off by 5 for 2021, 2 for 2022, and 3 for 2023.

PSAB's random sample of 15 officers included 3 miss-typed IDs. The FIC does not have ID validation. The Department is moving the FIC to a system called Hexagon, which will have ID validation.

Recommendations:

Hexagon will validate the employee ID fields on FICs upon data entry.

### 320 H Criminal Proceedings

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

Summary of Results: In the past 18 months 7 officers have had at least one citation or charge, totaling 15 charges and citations. PSAB randomly sampled 7 officers with a total of 15 citations or charges. All showed accurately in the officers' Insight Summary and Activity reports.

### 320 H Lawsuits

Compliance Determination: 100% (54/54), **Compliant**

Summary of Results: In the past 18 months 51 officers have been named in lawsuits, totaling 63 lawsuit-officer combinations. PSAB randomly selected 15 officers, with a total of 27 lawsuit-officer combinations. The officers' Insight Summary and Activity reports matched the feeder system perfectly.

### 320 I Protection Orders

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

Summary of Results: In the past 18 months seven 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 73 pursuit-officer combinations involving 54 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% (36/36), **Compliant**

Summary of Results: Officers were involved in 186 collisions in the past 18 months. PSAB randomly selected 15 officers with a total of 18 collisions. All showed accurately in the Summary and Activity reports.

### 320 K Lost/Stolen Property

Compliance Determination: 85% (104/122), **Not Compliant**

Summary of results: In the past 18 months 41 employees have reported a total of 60 items of NOPD property lost or stolen. The officers' Insight Summary report was off by 9 and the Activity reports were off by 9.

Recommendations: Quartech should review the mismatches between Summary and Activity reports and address the discrepancies. Also, employees need to update Insight's property app when any NOPD property is lost or stolen.

### 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 3/21/23 PSAB had not received any refusals with notes of refusal types related to an officer's credibility.

### 320 M Suppressed Evidence

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

Summary of Results: In the past 18 months, there has only been one instance of res judicata suppressed evidence. This incident is showing accurately in the Insight Summary and Activity report. On 3/21/2023, the Orleans Parish District Attorney's officer emailed four additional instances of res judicata suppressed evidence. These instances were not factored in the audit since there was not enough time for NOPD to enter them into the Supervisor Feedback Log.

### 320 N Discipline (Action Taken)

Compliance Determination: 84% (76/90), **Not Compliant**

Summary of Results: In the past 18 months 87 misconduct allegations were sustained. PSAB randomly selected 30 officers with a total of 45 sustained allegations. Three officers' Summary reports were off by a total of 4 sustained allegations. Six officer's Activity reports were off by a total of 10 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 these mismatches this audit found for the Activity and Summary reports and verify if the pending update will resolve these issues.

Quartech should adjust the Activity report to count negotiated settlements as discipline.

### 320 O Non-disciplinary Corrective Action

Compliance Determination: 100% (27/27), **Compliant**

Summary of results: Supervisors have entered 4,446 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 17 notes, redirections, and counseling, which were accurately reflected in the Summary reports. In addition, the Activity reports accurately reflected the officers' 10 redirections and counseling.

### 320 P Awards

Compliance Determination: 36% (32/88), **Not Compliant**

Summary of Results: NOPD held one award ceremony in the past 18 months on October 2022. PSAB's random selection from October's ceremony resulted in 30 officers who received a total of 44 awards. The awards for the officers in Insight Summary were off by 27 and the Activity reports were off by 29.

Recommendations:

Quartech has pending tickets that are in testing with regards to awards. These differences in the Summary and Activity report should be reviewed to verify if the updates will resolve these issues.

### 320 Q Training

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

Summary of Results: In the past 18 months, NOPD employees completed 75,716 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: 86% (7,452/8,638), **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 1058 NOPD employees used 165,139.87 hours of sick leave. PSAB randomly selected 30 employees with a total of 4,319 hours of sick leave. The employees' Summary and Activity did not accurately reflect the sick leave.

Recommendation:

Quartech is in the process of publishing an update to ensure that the data set matches the feeder set and account for any deletions or changes.