



# **NOPD Bias-Free Policing May 2024 Update**

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**City of New Orleans**  
Public Hearing Wed May 15 noon-3pm

## VIII. BIAS-FREE POLICING

- NOPD agrees to deliver police services that are equitable, respectful, and bias-free, in a manner that promotes broad community engagement and confidence in the Department. In conducting its activities, NOPD agrees to ensure that members of the public receive equal protection of the law, without bias based on race, color, ethnicity, national origin, religion, gender, disability, sexual orientation, or gender identity, and in accordance with the rights secured or protected by the Constitution and laws of the United States. To achieve these outcomes, NOPD agrees to implement the requirements below.

**Policy  
Training**

**Employee Performance Metrics**

**Addressing Misconduct**

**Limited English Proficiency (LEP) Services**

**LGBTQ+ Coordination**

**LGBTQ+ SSA Audit Criteria**

# Policy



# List of bias-related policies

All policies found at <https://nola.gov/nopd/policies>

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- Chapter 1.2.4 – Search & Seizure
  - (Spanish and Vietnamese versions available online)
- Chapter 1.2.4.1 – Stops / Terry Stops
- Chapter 1.2.4.2 – Search Warrants
- Chapter 1.9 – Arrests
- Chapter 26.3 – Workplace Discrimination, Sexual harassment, and Retaliation
  - (currently broken into three sections: 26.3.1, 26.3.2, and 26.3.3)
- Chapter 41.6.1 – Immigration Status
  - (Spanish and Vietnamese versions available online)
- Chapter 41.13 – Bias-Free Policing
  - (Spanish and Vietnamese versions available online)
- Chapter 41.13.1 – Interactions with Lesbian, Gay, Bisexual, Transgender, and Questioning Persons
- Chapter 41.35 - Interacting with Sex Workers or Victims of Sex Trafficking
- Chapter 41.36 – Interacting with Homeless Persons
- Chapter 42.2 – Sexual Assault
- Chapter 42.12 – Hate Crimes
- Chapter 55.4 – Limited English Proficiency Services
  - (Spanish and Vietnamese versions available online)
- Chapter 55.5 – Disability Services
- Chapter 55.5.1 – Communication with Persons who are Deaf or Hard of Hearing

# Policy

In 2023 NOPD created a policy review group

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This group meets and/or communicates monthly to ensure the policies are reviewed and updates, as needed, are noted.

The group includes representatives from all the bureaus of the NOPD as well as representatives from the Office of the Independent Police Monitor.

# Policy

A Policy Review Schedule is posted publicly on [Nola.gov](https://nola.gov)

<https://nola.gov/nopd/policies>

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NOPD welcomes input from the community as well as members of the department at [PolicyandPlanning@Nola.gov](mailto:PolicyandPlanning@Nola.gov).

September				
41.22 Canines	12/6/2015	September	21.1	Annually
41.13 Bias Free Policing	7/10/2016	September	21	Annually
41.13.1 Interactions with LGBTQ Persons	4/15/2018	September	21.1	Annually
41.36 Interacting with Homeless Persons	3/26/2017	September	21.1	Annually
55.4 Limited English Proficiency Services (LEP)	12/18/2016	September	21.1	Annually
55.5.1 Communication with persons who are deaf or hearing impaired	6/25/2017	September	21.1	Annually
41.6.1 Immigration Status	9/25/2016	September	21.1	Annually
10.0 Community Policing and Engagement	11/11/2018	September	21	Annually
10.1 Public Safety Rides	7/10/2022	September	21.1	Annually
41.29 Ride Along/Civilian Observer/Transporting Civilians	10/22/2017	September	21.1	Annually
41.25 Crisis Intervention	3/13/2016	September	21	Annually
41.26 Crisis Transportation Service	3/16/2016	September	21.1	Annually



# Legal Research and Planning

Bridging the gap between Policy and Training across the board.

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**Policy  
Training**

**Employee Performance Metrics**

**Addressing Misconduct**

**Limited English Proficiency (LEP) Services**

**LGBTQ+ Coordination**

**LGBTQ+ SSA Audit Criteria**



# Training

# Training presentation agenda

*Lt. Cutno, SPO Broussard, SPO Bean*

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- This presentation will highlight
  - Cultural Gumbo
  - LGBTQ+ Recruit Training
  - Bias recognition in recruit training

# Classes In Which Bias Free Learning Are Used

*2022 Training Year*

## Officer In-service

- Applied Problem-Oriented Policing
- Creating Community Engagement
- Improving Criminal Investigations
- MDTs Tactics
- Procedural Justice Solutions
- Suspicious Person and Vehicle Stop Considerations

## Recruit Training

- Bias Policing Recognition
- Fair and Impartial Policing
- LGBTQ Awareness Training
- The Cultural Gumbo of New Orleans
- Diversity in the Community
- Procedural Justice



# Classes In Which Bias Free Learning Are Used

*2023 Training Year / Note the classes for Officers are updated each year to address emerging concerns*

## Officer In-service

- Fostering Bias Free Policing
- Conducting Vehicle Stops
- The Officer's Role in Community Engagement
- Active Listening - Problem Solving with SARA
- Engaging Suspicious Persons

## Recruit Training

- Bias Policing Recognition
- Fair and Impartial Policing
- LGBTQ Awareness Training
- The Cultural Gumbo of New Orleans
- Diversity in the Community
- Procedural Justice





# Cultural Gumbo

An Introductory Course  
on New Orleans Police  
Department's Recipe to  
Our Rich and Diverse  
Culture

Presented by: Lt. Hudson Cutno, Jr.







Zulu Social Aid  
& Pleasure Club





# CULTURE BEARERS



# Overall Objective for Cultural Gumbo Course

## Importance of Cultural Gumbo

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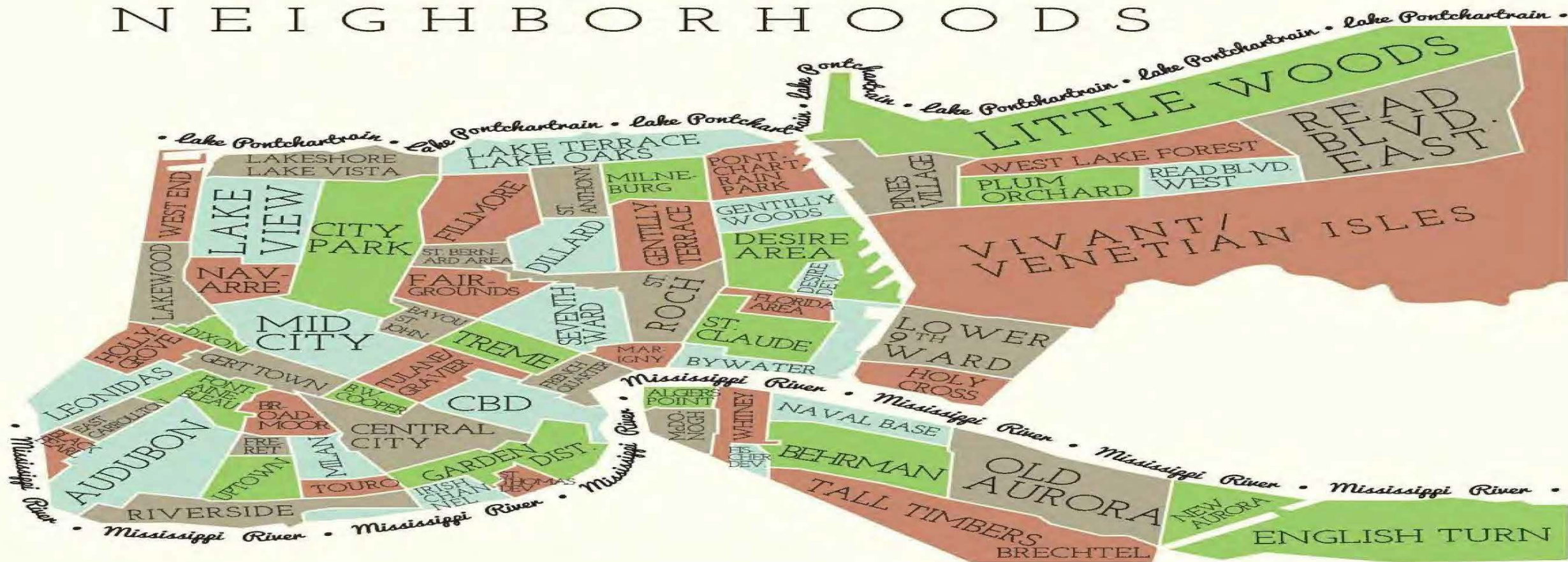




Music

# New Orleans

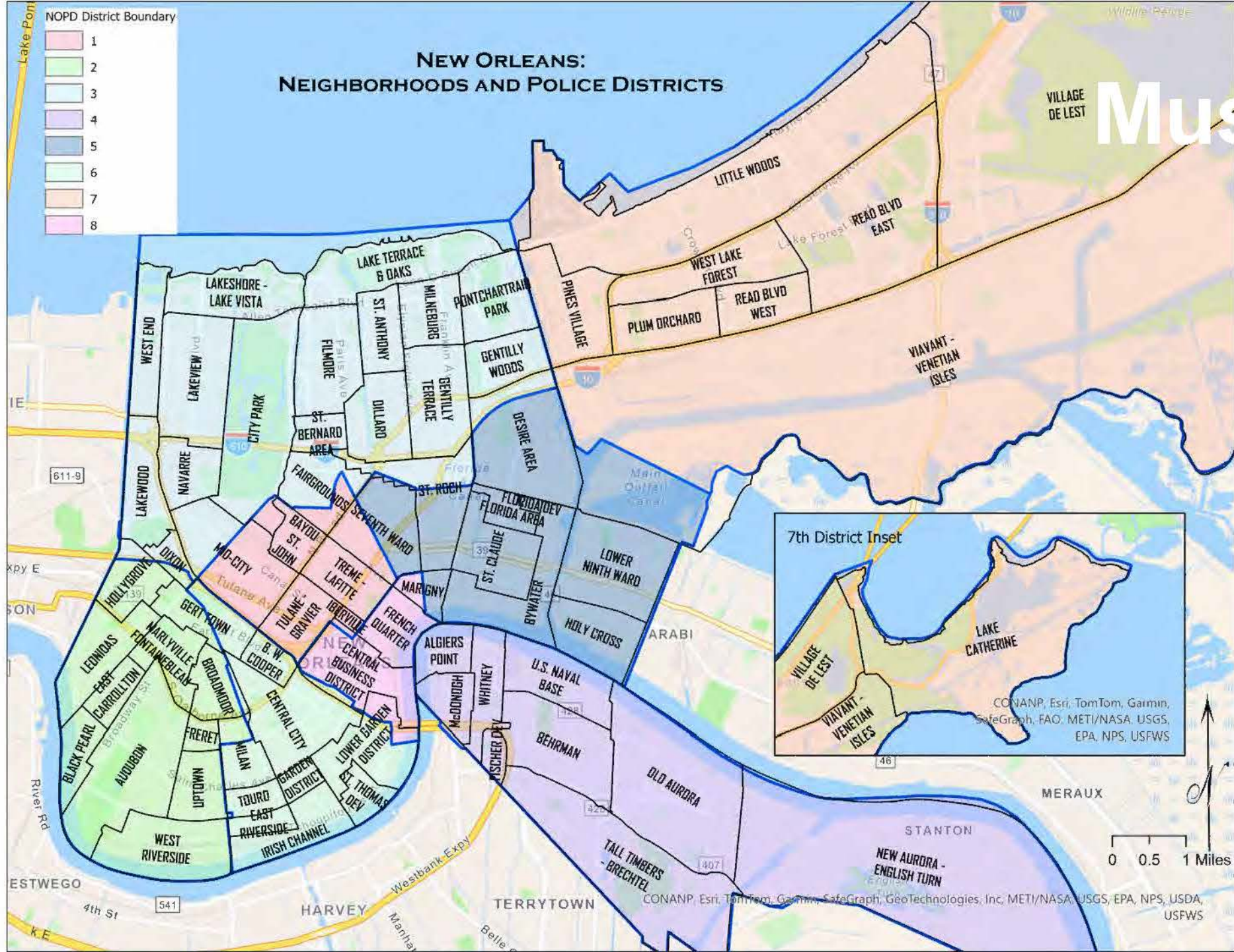
NEIGHBORHOODS





# NEW ORLEANS: NEIGHBORHOODS AND POLICE DISTRICTS

- NOPD District Boundary
- 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8





# NEW ORLEANS COLLOQUIALS



# LGBTQ+ Training

# LGBTQ+ Specific Recruit and Lateral Training

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## Terms and Definitions:

- Normalize and Familiarize Recruits with policy definitions related to sexual orientation and gender identity.
- Open discussion about the gender identity spectrum, what terms are offensive and what terms/questions are respectful - such as asking someone's pronouns or preferred name.

# LGBTQ+ Recruit Training

## Terms and Definitions:

### TRANSGENDER

An umbrella term used to describe a person whose gender identity and/or gender expression is different from those typically associated with the sex they were assigned at birth.

“Trans” is shorthand for “transgender.” Some transgender people may undergo surgery and/or take hormones to change their bodies, but not all transgender people can or will take those steps, and a transgender identity is not dependent on medical procedures.

“Transitioning” is a term often used to describe the time period when transgender individuals begin publicly living and identifying as the gender consistent with their gender identity.

The term “transgender” should only be used as an adjective—i.e., it is appropriate to say “a transgender individual” or “transgender people,” but saying “a transgender” or “some transgenders” would often be viewed as disrespectful.



# LGBTQ+ Recruit Training

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## Problem Based Learning

- Students analyze three historical incidents which affected the relationship between Law Enforcement and the LGBTQ+ community. Each group reports out on the incident, how it affected that relationship, and how it would be handled today based on NOPD Policy.



# LGBTQ+ Recruit Training

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## Open Discussion

- Students talk through a real-world scenario and discuss various aspects of the NOPD policy and how to apply it correctly.

### GROUP DISCUSSION

A shoplifting suspect whose gender expression appears to be female is detained. Upon providing ID, the officer learns the suspect's sex assigned at birth is male.

- What gender officer should conduct the search of this suspect upon arrest?
- How should the officer address the suspect?
- What pronouns should the officer use in the narrative of their report?
- Should the suspect be listed as male or female on the face sheet of the report?
- If the suspect is a minor, what information should be communicated to the minor's parents regarding their gender expression?
- What restroom should the suspect be allowed to use while in custody?
- Can the suspect be transported in the same unit as another male suspect? Another female suspect?



# LGBTQ+ Recruit Training

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## Statute Review

- In depth review of RS 14: 107.2 (Hate Crimes) with an emphasis on how and when to apply it for offenses committed against the LGBTQ+ community.

# **Bias recognition training for recruits**

# Bias Recognition Policing

## **Recruit Training**





# Why are we biased?

- Biases

- Who has them?

- Why do we have them?



# Understanding Implicit Bias:

- What determines the characteristics we attribute to them?
  - Group stereotypes/biases
  - ROLE PLAY

# DOJ & OCDDM Comments



**Policy  
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**LGBTQ+ Coordination**

**LGBTQ+ SSA Audit Criteria**

# **Bias-Free In Employee Performance Metrics**

# **Bias-Free In Hiring: Screening Recruits**



# Entrance Exams for Police Officer Candidates

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- In May 2023, NOPD began using a new entrance exam, the National Testing Network's Frontline Exam, which includes measures of Restraint in the Use of Authority, Group Bias Awareness, Commitment to Equality, and Appropriate Use of Force.
- 119 out of 503 candidates were deemed not acceptable since the new entrance exam was implemented.

# Psychological Evaluations of Police Officer Candidates

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- All candidates for commissioned positions get a psych eval after receiving a conditional offer
- The psych eval is administered by contracted 3rd party psychologists
- The psychologists use the accepted standardized evaluations and interviews to rate candidates on many factors including social competence factors such as bias as well as other areas
- In 2022, 6 out of 45 applicants did not pass and were not hired
- In 2023, 52 out of 143 applicants did not pass and were not hired

# **Bias Detection in Performance Evaluations**



# Annual Performance Evaluations require a review and documentation of bias-based complaints

## 5(c). Bias-Free Policing: I verify the employee did not have any violations of bias-free policing.

Supervisors must refer to Insight's Employee Summary Report to verify the above statement. Please upload the Employee's Summary Report at the end of this form.

If "NO" is selected, a narrative that includes descriptions and incident identifiers is required.

All incident identifiers should correspond to documentation listed in the Insight Employee Summary Report.

Rater & Rating

Comment

Lawrence Dupree

Yes

**The employee did not have any violations of Chapter 41.13 Bias-Free Policing.**

## 5(d). Citizen Complaints: I verify the employee did not have any citizen complaints.

Supervisors must refer to Insight's Employee Summary Report to verify the above statement. Please upload the Employee's Summary Report at the end of this form.

If "NO" is selected, a narrative that includes descriptions and incident identifiers is required.

All incident identifiers should correspond to documentation listed in the Insight Employee Summary Report.

Rater & Rating

Comment

Lawrence Dupree

Yes

**The employee DID NOT have any citizen complaints.**



**Other areas which have bias  
detection components:**

**-SSA**

**-FOB inspections**

# Stop, Search, and Arrest Audit

*Specific Questions to detect bias as defined in the Consent Decree*

Audit Form #	CD ¶ / Chapter	Form	Field Name	Field Text	Number Compliant	Number Required	Compliance Rate	Compliance Threshold Met (>=95%)	Number NA	Total Reviewed
14	CD 189	Subject	LEP	Did the officer request translation services, if needed?	2	2	100%	TRUE	115	117
16	CD 189/CD125/183	Subject	Arrest Immigration Status	Was the subject arrested because of or in part due to the subject's immigration status?	63	63	100%	TRUE	53	116
17	CD 183/CD125/183	Subject	Questioned Immigration Status	Was the subject questioned about their immigration status in a manner that was not relevant to the crime in question?	66	66	100%	TRUE	51	117
18	CD 185/cd125	Subject	Officer Comment LGBTQ	Did the officer say something that is possibly offensive about/to LGBTQ individuals?	86	87	99%	TRUE	30	117
19	CD 185/Cd125	Subject	Officer Address LGBTQ	Did the officer address the subject by their chosen name, title, and pronoun?	87	88	99%	TRUE	29	117



# FOB Inspection Process

*Also measures Officer's interactions with the public in a structured manner.*

8. Does the video show the officer was reasonably professional and courteous when interacting with the subject(s) or other civilians during the stop?

District	1	2	3	4	5	6	7	8	SOD	Total
Yes	229	461	303	119	156	203	247	223	12	1953
No	0	0	0	0	0	1	2	0	0	3
%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%

9. If reasonably possible, does the video show the officer(s) verbally identify themselves when interacting with the subject(s) or other civilians during the stop?

District	1	2	3	4	5	6	7	8	SOD	Total
Yes	221	443	294	113	151	198	237	219	11	1887
No	1	19	6	1	3	4	9	0	1	44
%	100%	96%	98%	99%	98%	98%	96%	100%	92%	98%

19. Did you take corrective action to address non-compliance found in this inspection?

District	1	2	3	4	5	6	7	SOD	Total
SFL Redirection	1	2	1	1			2		7
SFL Counseling	1	2				2	5		10
Verbal Redirection/Counseling	2	5	5			1	6	1	20
PTTR									
PRR									
Roll Call			1			1			2
FDI									
Other	1			1		1			3

20. Did you document an SFL employee recognition or compliment for actions observed during this inspection?

District	1	2	3	4	5	6	7	8	SOD	Total
Yes	20	48	15	19	8	10	82	17	0	219
No	141	239	167	85	84	90	97	148	8	1059



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# Addressing Misconduct

# Bias-related Misconduct Investigations

*Misconduct complaints include trend analysis of all behavior, regardless of outcome*

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Disposition	2015	2016	2017	2018	2019	2020	2021	2022	2023
Sustained	0	0	0	0	0	1	0	0	1
Pending (under investigation)	0	0	0	0	0	0	0	0	0
Exonerated	5	8	0	1	1	0	0	0	0
Not sustained	4	5	2	4	3	3	3	1	0
No formal investigation merited	0	1	1	0	0	0	0	0	0
Unfounded	23	16	25	21	12	8	7	5	20
DI-2 (Counseling)	0	0	1	0	0	0	0	0	0
Cancelled	1	0	0	0	1	2	0	0	2
Total	33	30	29	26	17	14	10	6	23



# **NOPD has many ways to look for bias behavior**

*Such as our social media policy which includes provisions for hate-speech*

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Rule 3 paragraph 13

**SOCIAL NETWORKING WEBSITES, FACEBOOK, MYSPACE, PRINT OR TRANSMITTED MEDIA, ETC.**

13. Employees shall not post any material on the internet including but not limited to photos, videos, word documents, etc. that violates any local, state or federal law, and/or embarrasses, humiliates, discredits or harms the operations and reputation of the Police Department or any of its members.





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# **Limited English Proficiency (LEP) Services**

# Limited English Proficiency Programs

*SPO Guzman*

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- Changes in LEP Programs since 2016
- Daily reviews of CAD data, LEP electronic forms, Body Worn Camera (BWCs), Electronic Police Report (EPRs), and VOIANCE reports (snip of dashboard)
- NOPDAI Program
- LEP Services Training
- NOPD Translated Documents and nola.gov translation

# Limited English Proficiency Programs

*SPO Guzman*

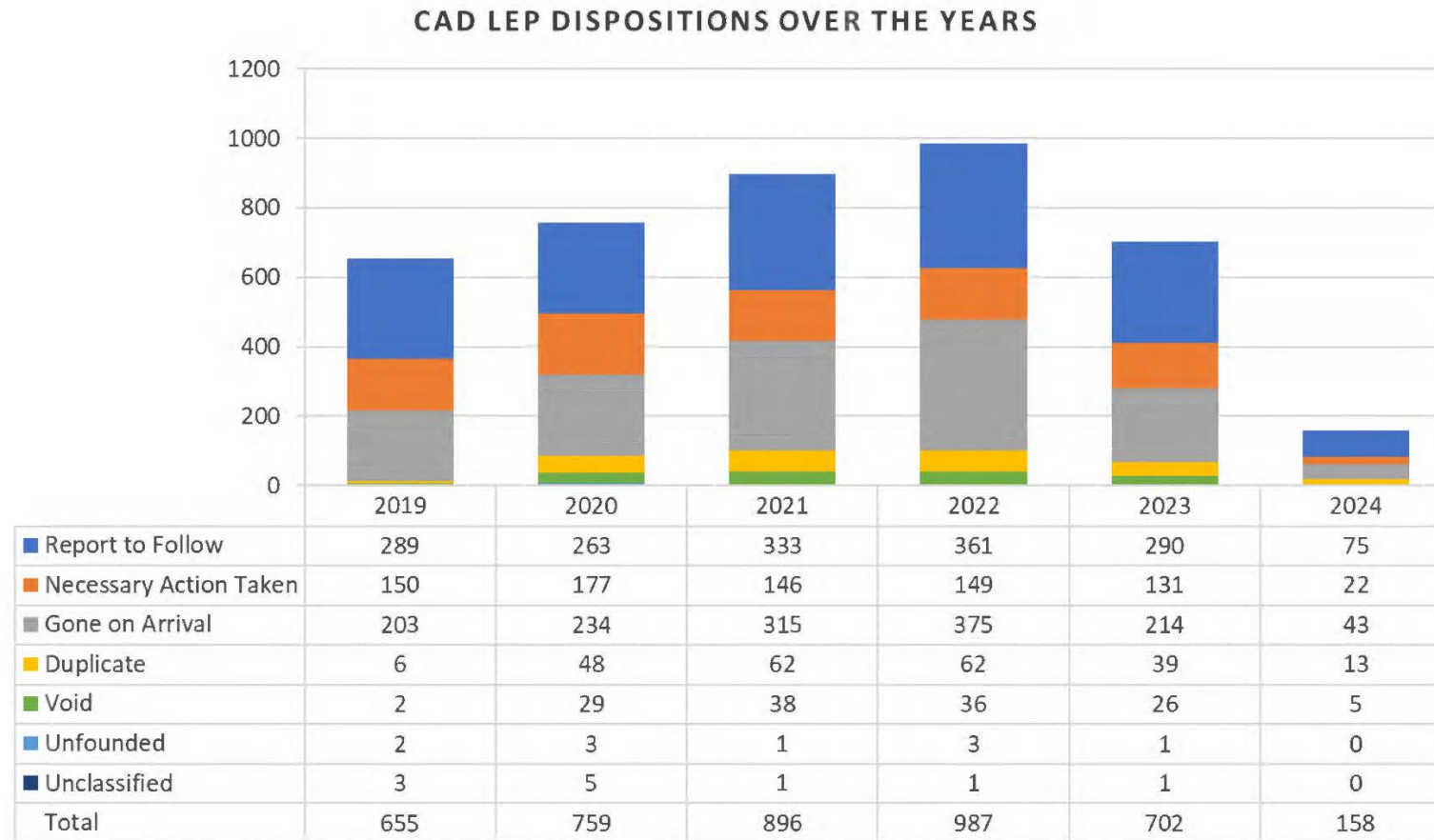
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- Changes in LEP Programs since 2016
  - Policy Chapter 55.4 Limited English Proficiency Services- created in 2016
  - Changes in LEP Computer Aid Dispatch (CAD) numbers
  - Changes in NOPD Authorized Interpreter (NOPDAI)
  - Changes in VOIANCE (smart phone) use



# CAD Dispositions over the years

*LEP CAD Data reviewed since 2019 to 2024*



# LEP Weekly Reviews

*Ensuring services are provided and forms are completed*

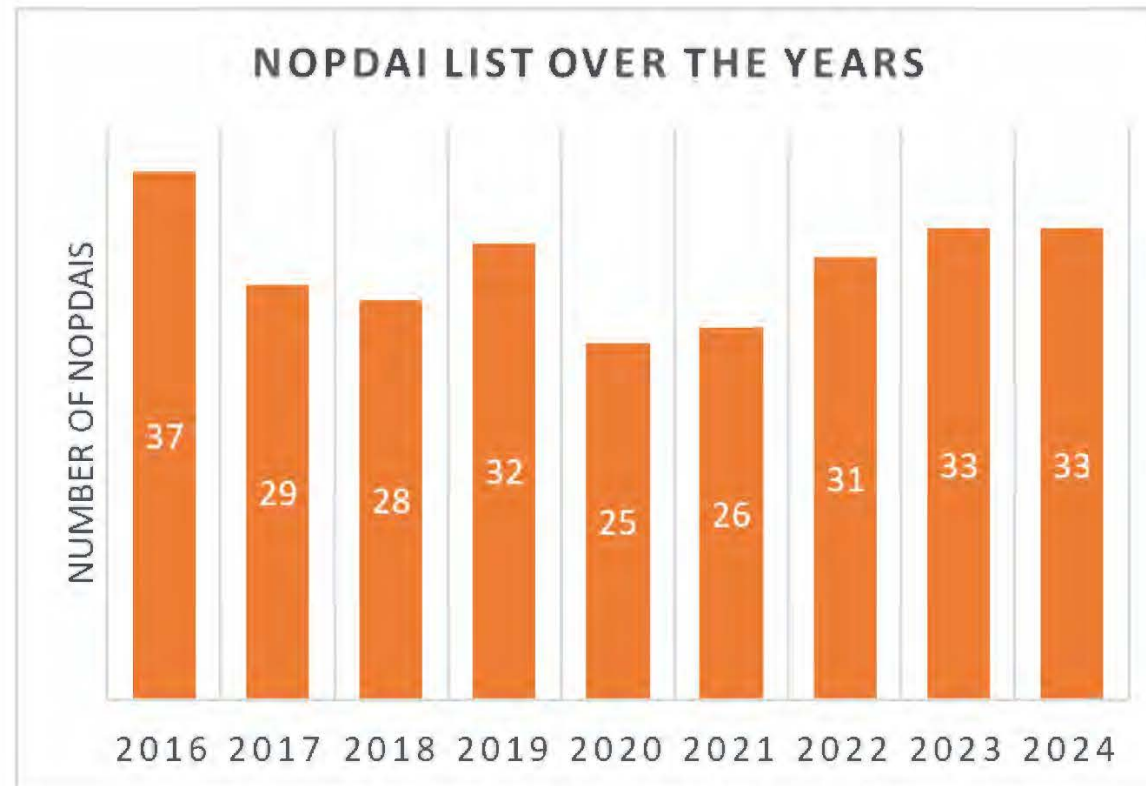
*Review Process*

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- Watch video to determine whether interpretation services were needed and, if so, were they provided accurately
- Check NOPDAI forms dashboard for the completion of forms.
- Contact officer and supervisor if officer used an unauthorized form of interpretation and/or neglected to request an NOPDAI or phone.
- Document data results in a weekly report.

# Number Of NOPDAIs Over The Years

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# VOIANCE Contract

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- NOPD began using VOIANCE to provide verbal and sign language interpretation services in 2021.
- The expansion of services has increased with the knowledge of services provided in trainings (DTBs, In-service, and Roll Call) and by providing more cell phones to employees to quickly gain access to the services.
- The VOIANCE contract is renewed on an annual basis for \$15,000 and is used in its entirety each year. The contract includes the cost of document translations and verbal and video language interpretations.

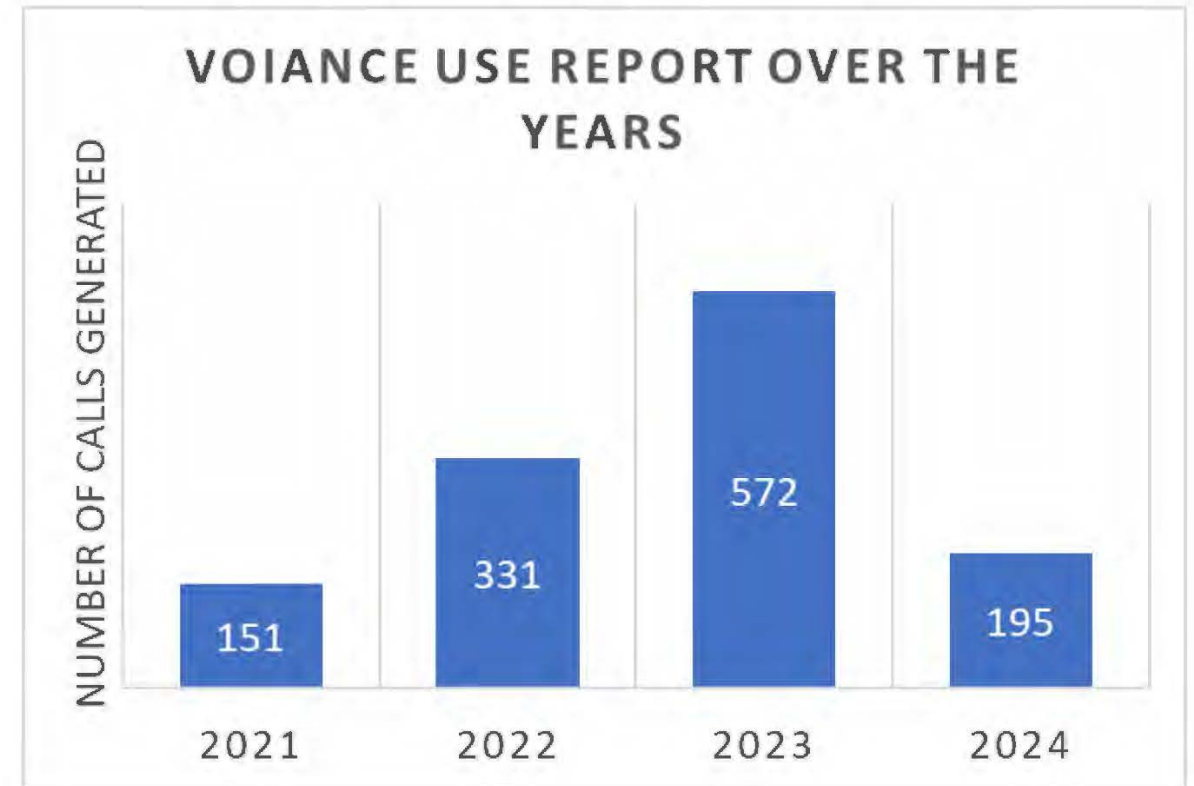
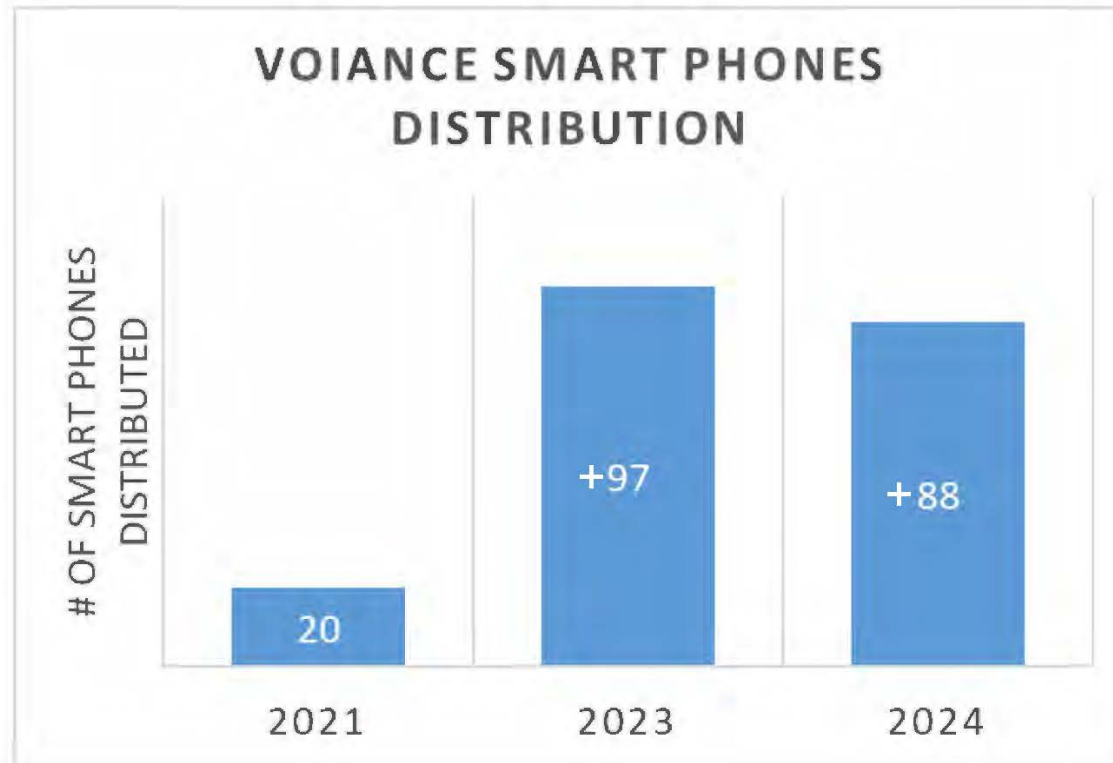


# VOIANCE Smart Phone Distribution

20 distributed among all 8 Police Districts and SOD/Traffic Division in 2021

97 distributed to all 8 Police District's DIU in 2023

88 distributed to all 8 Police District's Patrol Sergeants and Lieutenants in 2024



**Total 205 Departmental Phones Distributed**



# LEP Training over the years



# LEP Website translation options on nola.gov



HOME CITY SERVICES ▾ DEPARTMENTS ▾ GOVERNMENT ▾ PROGRAMS HOW 311 ▾ NEWS ▾ EVENTS ▾ DATA, MAPS, APPS ▾ TRANSLATE ▾

Home » New Orleans Police Department » Administration » Bureaus » Public Integrity Bureau

›Afrikaans	›Bengali	›Czech	›French	›Hebrew	›Javanese	›Lao	›Malayalam	›Oromo	›Scots Gaelic	›Sundanese	›Turkmen	›Zulu
›Albanian	›Bhojpuri	›Danish	›Frisian	›Hindi	›Kannada	›Latin	›Maltese	›Pashto	›Sepedi	›Swahili	›Twi	
›Amharic	›Bosnian	›Dhivehi	›Galician	›Hmong	›Kazakh	›Latvian	›Maori	›Persian	›Serbian	›Swedish	›Ukrainian	
›Arabic	›Bulgarian	›Dogri	›Georgian	›Hungarian	›Khmer	›Lingala	›Marathi	›Polish	›Sesotho	›Tajik	›Urdu	
›Armenian	›Catalan	›Dutch	›German	›Icelandic	›Kinyarwanda	›Lithuanian	›Meiteilon (Manipuri)	›Portuguese	›Shona	›Tamil	›Uyghur	
›Assamese	›Cebuano	›English	›Greek	›Igbo	›Konkani	›Luganda	›Mizo	›Punjabi	›Sindhi	›Tatar	›Uzbek	
›Aymara	›Chichewa	›Esperanto	›Guarani	›Ilocano	›Korean	›Luxembourgish	›Mongolian	›Quechua	›Sinhala	›Telugu	›Vietnamese	
›Azerbaijani	›Chinese (Simplified)	›Estonian	›Gujarati	›Indonesian	›Krio	›Macedonian	›Myanmar (Burmese)	›Romanian	›Slovak	›Thai	›Welsh	
›Bambara	›Chinese (Traditional)	›Ewe	›Haitian Creole	›Irish	›Kurdish (Kurmanji)	›Maithili	›Nepali	›Russian	›Slovenian	›Tigrinya	›Xhosa	
›Basque	›Corsican	›Filipino	›Hausa	›Italian	›Kurdish (Sorani)	›Malagasy	›Norwegian	›Samoan	›Somali	›Tsonga	›Yiddish	
›Belarusian	›Croatian	›Finnish	›Hawaiian	›Japanese	›Kyrgyz	›Malay	›Odia (Oriya)	›Sanskrit	›Spanish	›Turkish	›Yoruba	

confidence in, New Orleans police officers. To do so, PIB adopts



# Translated NOPD Documents

*NOPD currently holds 44 translated documents for public use including the required forms listed in the Consent Decree.*

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- At districts
  - Complaint form and brochure, Language Access Plan, Interpretation Flyer
- Officers keep them in the car
  - Item number slips, DV resource sheets, etc
- Policies
  - Search and Seizure, Vehicle Stops, Use of Force, and ~20 more, see [nola.gov/nopd/policies](http://nola.gov/nopd/policies)
- [nola.gov/nopd/community-services/forms/](http://nola.gov/nopd/community-services/forms/)



# NOPD Limited English Proficiency

## Interpretation Examples

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# **LGBTQ+ Coordination**

# LGBTQ+ Liaisons

*Community Outreach – Liaisons serve as a safe partner for the community to bring forward emerging concerns*

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- Tello Films - NOPD LGBTQ+ Liaison was featured in a short film on being a gay officer in New Orleans and working as a LGBTQ+ officer during special events such as Mardi Gras. Tello is a LGBTQ+ streaming platform and has been serving the community for 20 years.





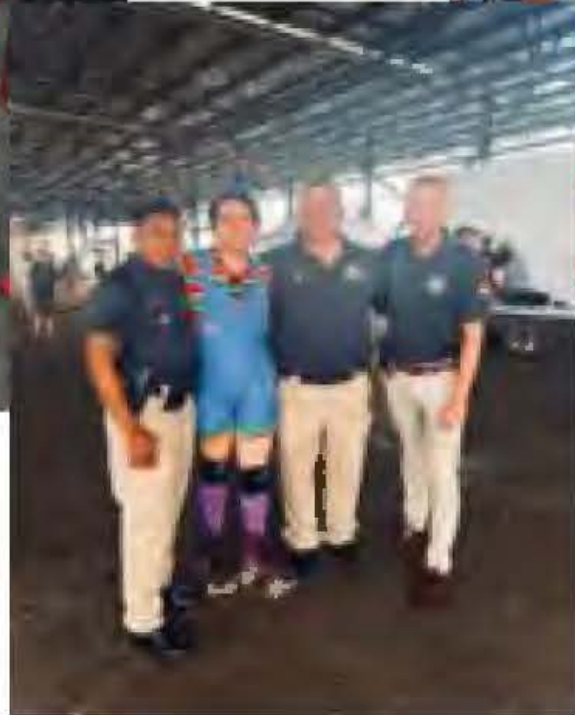
# LGBTQ+ Liaisons

*Community Outreach – Liaisons serve as a safe partner for the community to bring forward emerging concerns*

- Gay Easter Parade - LGBTQ+ Liaison was requested by the organizers to help with permitting and logistics for the Gay Easter parade.
- LGBTQ+ Liaison met with Nashville, TN. Councilwoman . LGBTQ+ Liaisons have been invited to Nashville Pride to march with Councilwoman Hill in June.
- By participating in and being present at public events, our officers become accessible for community members.
  - The Upstairs Lounge memorial plaque was stolen, and members of the community brought it to the attention of our LGBTQ+ Liaisons first.



# NOPD in the Pride Parades





# LGBTQ Liaisons Reaching a Wider Audience



JUNE 2024

PAGE 1

## NOPD LGBTQ+ LIAISONS



### NOPD LGBTQ+ LIAISONS

*Written By: Reese Harper*

The New Orleans Police Department introduced LGBTQ+ Liaisons in August of 2019 as part of coming into compliance with the Consent Decree. The Liaison Unit was implemented within the Community Engagement Section to address the needs of the LGBTQ+ community.

The mission of the NOPD LGBTQ+ Liaisons is centered on inclusivity, community outreach, and involvement. Liaisons work in partnership with city agencies and organizations by conducting community outreach programs and events that provide insight on issues that exist in the New Orleans LGBTQ+ community.

Another goal liaisons aspire to achieve is maintaining a positive relationship with the LGBTQ+



Senior Police Officer Reese Harper

The LGBTQ+ Community Liaison positions are staffed by Senior Police Officer Reese Harper (Executive Protection for Superintendent of Police), Detective James Roberson



# Continued OUTreach

*As we approach Pride 2024 and beyond*

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- "Doing the Work" - NOPD will be featuring LGBTQ+ Liaisons in the series that is shared not only on NOPD's social media but also the Mayor's pages.
- More social media content geared towards community outreach.
- Continued open dialogue with LGBTQ+ organizations.
  - Superintendent, Executive Staff, and Community Leader Luncheon
  - New Community Center Organizer has reached out to NOPD liaisons



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# **LGBTQ+ Specific SSA Audit Criteria**

# SSA Audit Q's 18 and 19

*June 2023, found at [nola.gov/nopd](https://nola.gov/nopd) > Consent Decree*

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				question			
18	CD 185/cd125	Subject	Officer Comment LGBTQ	Did the officer say something that is possibly offensive about/to LGBTQ individuals?	86	87	99%
19	CD 185/Cd125	Subject	Officer Address LGBTQ	Did the officer address the subject by their chosen name, title, and pronoun?	87	88	99%



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# Fundamental change

*A different department*

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- The New Orleans Police Department has undergone a fundamental change over the last decade
  - There are **policies** in place to ensure sustained compliance
  - There is on-going **training** on these policies to ensure understanding
  - There are systems in place to ensure the requirements are being carried out in **actual practice**

# DOJ OCDDM Comments