



# NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

## CHAPTER: 13.27

### TITLE: PROFESSIONAL PERFORMANCE ENHANCEMENT PROGRAM

**EFFECTIVE: 04/08/2018**

**REVISED: Replaces Policy (1056)**

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#### PURPOSE

This Chapter provides for the administration of the Professional Performance Enhancement Program (PPEP). The program provides for a systematic review of member behavior with regard to job performance and interpersonal contacts with both the community and other NOPD members in order to detect tendencies that may require intervention.

#### POLICY STATEMENT

1. It is the policy of the New Orleans Police Department to hire, educate, train and develop the most highly skilled and professional member possible.
2. Police service requires sound judgement, sensitivity and self-discipline on the part of the officers and department members providing such service, often under tense, emotional and trying circumstances. To meet this obligation, training in community awareness and sensitivity is directly related to officer / member performance.
3. The PPEP, along with INSIGHT, shall compile and analyze data from a variety of sources for use in monitoring the behavior of NOPD members. The program's goal is to identify potential problem behavior, intercede as appropriate and initiate non-disciplinary corrective interventions, when needed, to enhance the member's public relations skills, improve the member's interactive skills with the community, and prevent escalation of potential inappropriate behaviors.
4. The data gathered under PPEP will be used to continually evaluate and improve the training techniques utilized by the Education & Training Division.
5. The Programs Section of the Public Integrity Bureau administers the PPEP.
6. The criteria selected for use in determining the data used in the review of department members are designed to bring to the Department's attention as many potential problematic members as possible without inhibiting energetic, well-intentioned members.

#### EDUCATION & TRAINING RESPONSIBILITIES

7. The Education and Training Division, working with the PIB—Programs Section, shall be

responsible for the preparation and implementation of the educational components for any training deemed necessary under PPEP.

### COMMANDERS / SUPERVISORS RESPONSIBILITIES

8. Commanders or supervisors who feel that a member would benefit from inclusion in PPEP shall submit a Department Form 105 through their chain of command to the Deputy Chief of the Public Integrity Bureau, articulating specific observed or known behaviors to justify their request.
9. Supervisors shall make a record in INSIGHT of PPEP remedies and outcomes.

### PIB - PROGRAMS SECTION RESPONSIBILITIES

10. Members referred to the PIB—Programs Section for PPEP by commanders or supervisors shall have their entire complaint history reviewed by the Programs Section. The member's complaint history will be evaluated along with the behaviors documented by the commander / supervisor to determine if the member should be included in PPEP retraining.
11. The Programs Section of the Public Integrity Bureau shall be responsible for gathering, maintaining, and evaluating PPEP data. The data will be gathered from the following sources:
  - (a) Complaints (sustained, not sustained, withdrawn, and pending cases);
  - (b) Use of force reporting forms;
  - (c) Notifications of serious uses of force (See: **Chapter 1.3.2—Force Investigation Team**);
  - (d) Resisting arrest type charges including, but not limited to:
    - i. LA. R.S. 14:108 resisting an officer
    - ii. LA. R.S. 14:108.1 - flight from an officer
    - iii. LA. R.S. 14:34.2 battery on an officer
    - iv. 18854 MCS 54-441 resisting an officer
  - (e) Orleans parish Sheriff's Office Intake and Processing Center arrest registers noting injuries of arrested subjects and/or indicating force used by officers in making arrests;
  - (f) Off-duty incidents; and
  - (g) Commander/Supervisor referrals.

### RECOMMENDATIONS

12. At the completion of the review process by PIB – Programs Section, a recommendation shall be made and distributed for reviewed by the member's Division Commander and Bureau Chief, who may assign additional comments via Department Form 105. The recommendation and comments shall be returned to the Programs Section of the Public Integrity Bureau for review and determination by the Superintendent or his/her designee. Recommendations may include the following:
  - (a) **NO SPECIFIC MONITORING**—If there is sufficient reason to believe the member's noteworthy activities have ceased and his/her supervisor and Commander have provided convincing reason to believe that the member is not problematic, or the review process has determined that the identifying criteria are not sufficient to warrant intervention.
  - (b) **MONITORING**—The member's Commander shall monitor and document the behavior of the member on a formal basis for a period of 24 weeks as follows:
    - i. The member's Commander shall submit a bi-weekly written report via **PPEP Monitoring Form #209** through the chain of command to the Public

- Integrity Bureau. The report shall contain an account of the member's observed behaviors relating to the inappropriate behavior cited in the initial PPEP report and list any complaints (formal or informal) received on the member, and the action/remedy taken.
- ii. Each bi-weekly time period shall be comprised of two seven day weeks, (Sunday through Saturday).
  - iii. The report shall be due in the Public Integrity Bureau – Programs Section office no later than 4:00 pm the following Thursday after each two week period.
- (c) **RETRAINING**—The curriculum developed by the Education and Training Division to address the potential problem area(s) shall be geared to improving a member's skills in the areas identified by the initial PPEP report and may include: citizen interaction, sensitivity training, conflict resolution, complaint avoidance, use of force, communications skills, and community relations.
- i. The Education and Training Division shall schedule the appropriate PPEP curriculum in keeping with the Superintendent's final recommendations.
  - ii. Members attending retraining shall be carried as “detailed” from his/her regular assignment to the Education and Training Division. The Education and Training Division shall enter the member's hours in the ADP payroll system.
  - iii. Attendance at all designated training and the satisfactory completion of the retraining program shall be mandatory for all members referred for retraining through PPEP.
  - iv. At the completion of PPEP retraining, the member's Commander shall monitor the behavior of the member on **PPEP Monitoring Form #209**, for a period of 24 weeks in accordance with this Chapter.
- (d) **PSYCHOLOGICAL COUNSELING**—May include psychological evaluation.
- (e) **REASSIGNMENT**—Administrative reassignment to a different unit may occur.

### **PIB STAFF PROGRAM SECTION**

13. The PIB Programs Section shall also be responsible for a continuous monitoring of incoming complaints and shall forward notice through the member's chain of command when the number of complaints received on a member shows an abnormal increase over a short period of time. This notice shall serve to inform the member's commander that he/she may be developing inappropriate patterns of behavior.
14. Once notified by PIB, the member's Commander shall evaluate the member's behavior and determine if a remedy is necessary and/or applicable. Any action(s) taken shall be documented on **PPEP Monitoring Form #209** and communicated to PIB – Programs Section.

### **ANALYSIS**

15. The Public Integrity Bureau—Programs Section shall conduct an annual analysis of all members who have participated in PPEP for the calendar year and shall submit a report concerning the analysis of PPEP, the members who participated, the reasons for participation, the remedial actions and training recommended and provided, and the results (if available) or effectiveness of the program on reducing or eliminating the reoccurrence of the identified behaviors. This report shall be made to the Superintendent of Police no later than March 31 for the preceding year.