

OFFICE OF INDEPENDENT POLICE MONITOR  
**CITY OF NEW ORLEANS**



SUSAN HUTSON  
INDEPENDENT POLICE MONITOR

July 19, 2019

**VIA EMAIL**

Prof. Jancy Hoeffel  
Dr. Marcus Kondkar  
Mr. Imtiaz Siddiqui  
Quality Assurance Review Advisory Committee

RE: Response to the Quality Assurance Review Advisory Committee Report for the Office of the Independent Police Monitor

Dear Prof. Hoeffel, Dr. Kondkar, and Mr. Siddiqui:

On behalf of our office and staff, I thank you for your hard work and commitment to helping the Office of the Independent Police Monitor (OIPM) by conducting the Quality Assurance Review for the OIPM. Your commitment was evidenced by your efforts to meet with us during the storms which occurred last week, which effectively made the city impassable.

Our team was appreciative of being able to meet and/or conference with Prof. Hoeffel, Dr. Kondkar, and Mr. Siddiqui during this process. As we discussed, there are little to no guidelines for the Quality Assurance Review Advisory Committee's (QARAC) work, but you were collectively able to select and utilize common sense guidelines to conduct your assessment.

The benefits of receiving the QARAC's constructive feedback are many, namely, to improve our skills, work product, and relationships, and to help us meet the expectations that our community has for us.

The review noted important information for the New Orleans community to know about its police oversight office, including the need for better and more independent access to NOPD data, the need for a dedicated statistician to assist us in our analysis of NOPD data, and, perhaps, additional funding from NOPD to support OIPM/NOPD collaborations such as mediation, data analysis, and complaint intake.



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The QARAC also points out the volume of work being conducted by OIPM staff, who are working at full capacity for our community. All of us in the OIPM are appreciative of the recognition of our efforts.

Finally, we are also extremely appreciative of the constructive recommendations to improve OIPM processes including the notation of a few “insignificant, unintentional errors”, which we will strive to not repeat and the need to upgrade our website to provide more information to our community.

Once again, the OIPM would like to thank you for your openness, transparency, and collaboration in this process. We are appreciative of your constructive feedback and look forward to implementing your thoughtful and significant recommendations. We listened closely and appreciate the issues being raised and the possible solutions that were recommended for addressing them.

Your comments and suggested changes confirm our self-acknowledged areas for development. Your suggestions will help us now and in the long run.

Our individual response to each recommendation is attached in Appendix A.

Respectfully Submitted,



Susan Hutson  
Independent Police Monitor

cc. Mr. James Brown, Chair-Ethics Review Board



<b>Appendix A</b>	
<b>QARAC Recommendation</b>	<b>OIPM Response</b>
<p>1. <u>Independent Access to NOPD Data and Data Personnel.</u> Municipal Ordinance Sec. 2-1121(14) sets forth OIPM’s data-gathering duties and states, “The New Orleans Police Department shall provide the appropriate database and personnel to facilitate this section.” OIPM cannot fulfill its function as an independent monitor of OIPM without access to NOPD’s raw data. The QAC urges NOPD to rectify this situation immediately. In addition, NOPD should provide funding for data personnel.</p>	<p>The OIPM has advocated for independent access and will continue to advocate for that access going forward. As funding allows, the OIPM will increase its capacity to conduct more detailed data analyses.</p>
<p>2. <u>Complaints &amp; Mediation: Increase Public Awareness &amp; OIPM Capacity.</u> The QAC believes the public is not aware of the independent complaint process provided by OIPM. An independent complaint system is superior to a complaint system run by NOPD. OIPM should consider viable avenues for increasing public awareness, in particular, some manner in which NOPD districts must provide a complainant with the information for filing with OIPM as well as the means, as through an available computer station. OIPM would require additional funding and personnel to be the primary repository of citizen complaints, and OIPM should seek funding from NOPD for expansion of the mediation program.</p>	<p>The OIPM would love to be the main location for our community to file complaints and commendations. That is not financially feasible at this time, without the OIPM ceasing all other operations; however, in the future as funding allows, the OIPM will continue to prioritize complaint intake in its day-to-day functions.</p>
<p>3. <u>Measure OIPM Effectiveness.</u> A missing component from the reports on use of force, complaints and discipline is OIPM’s own measurement of its effectiveness. While the QAC found OIPM’s reports in these areas to be thorough, detailed and objective, the QAC had no way of measuring OIPM’s effectiveness and impact on NOPD.</p>	<p>The OIPM acknowledges this shortcoming in the police oversight profession. It was also noted in the President’s Task Force on 21<sup>st</sup> Century Policing and is something that the OIPM is actively engaging in creating along with our national association.</p>



<p>4. <u>Compile &amp; Coordinate Officer Data.</u> Municipal Ordinance Sec. 2-1121 (22) sets out as one of the duties of OIPM to monitor civil suits involving NOPD. No reports on civil suits were produced in 2018. The QAC recommends that OIPM consider keeping in one place a database on individual officers, coordinating information from use of force, complaints, discipline, and civil suits so that it can make recommendations as to particular officers.</p>	<p>The OIPM receives and reviews on a monthly basis the initial lawsuits and claims information for NOPD provided by the City Attorney. The OIPM keeps the lawsuit information in its electronic file system, but there is no mechanism in place with the City Attorney's Office to collect final judgments and other remedial information. The OIPM will communicate with the City Attorney's Office in an effort to obtain the information necessary to provide a full analysis starting in 2020.</p>
<p>5. <u>More Holistic Approach to Recommendations to NOPD.</u> OIPM's reports contain useful recommendations as to the individual incident at issue. The QAC recommends that OIPM take information gleaned from these reports, especially when patterns appear, to produce more generalized reports with recommendations to NOPD and make such reports publicly available.</p>	<p>The OIPM's case review reports, which also contain recommendations for systemic change, are now available for the second half of 2019 on the OIPM's website. The OIPM will have more subject matter reports going forward.</p>
<p>6. <u>Update &amp; Reformat Website.</u> As described above, OIPM's website needs attention. It needs updating, reformatting, and better organization so that the public can more easily access the important information OIPM has to share.</p>	<p>The OIPM spent a lot of time making changes to the website in an effort to make it more navigable, however we are aware of its limitations. We will seek bids before the end of 2019 to create a new more interactive and informative website for our community.</p>

