



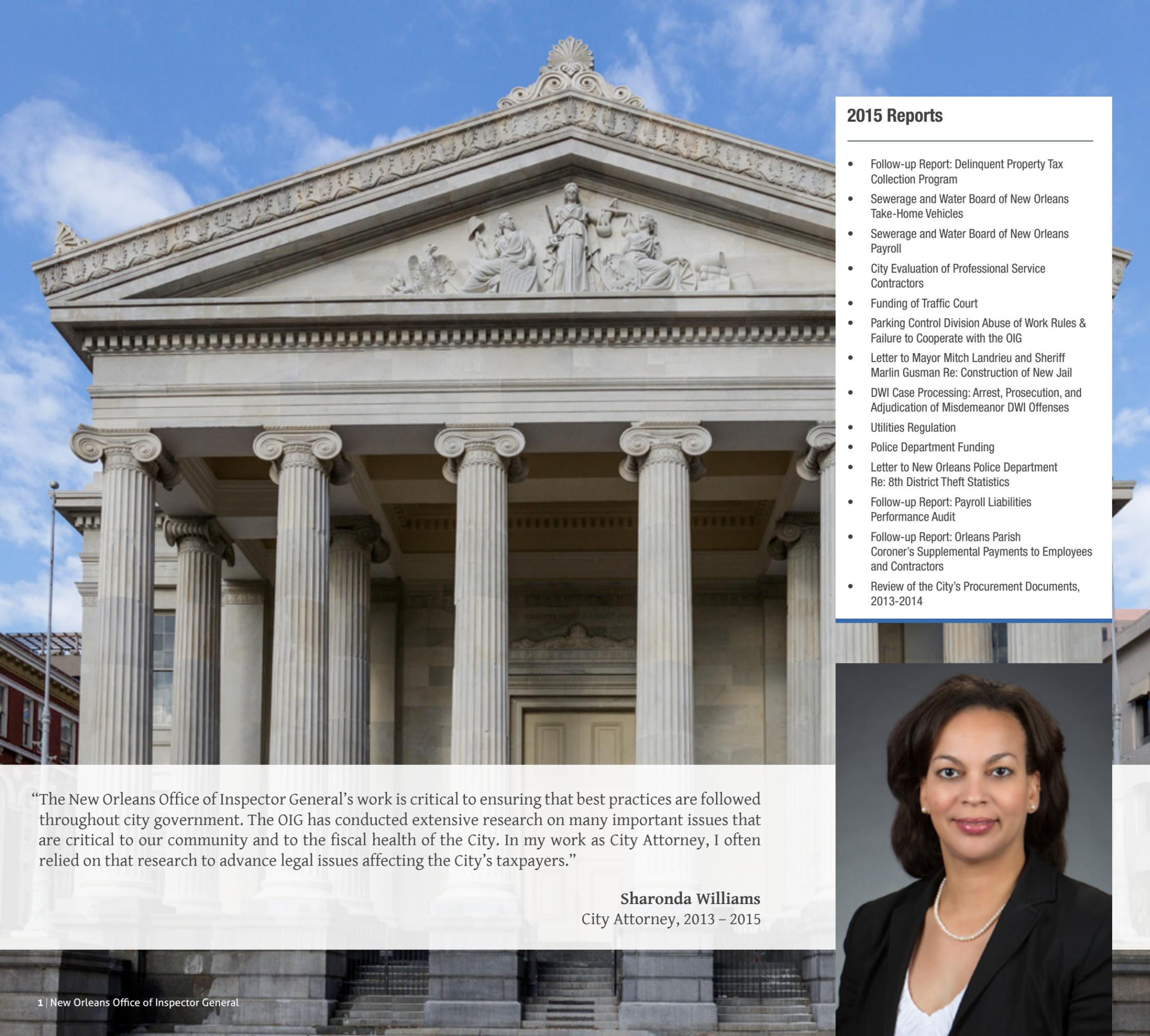
# ACHIEVING SUCCESS CREATING OPPORTUNITY

## 2015 Annual Report



**OIG** NEW ORLEANS OFFICE OF  
INSPECTOR GENERAL

Ed Quatrevaux, Inspector General



### 2015 Reports

- Follow-up Report: Delinquent Property Tax Collection Program
- Sewerage and Water Board of New Orleans Take-Home Vehicles
- Sewerage and Water Board of New Orleans Payroll
- City Evaluation of Professional Service Contractors
- Funding of Traffic Court
- Parking Control Division Abuse of Work Rules & Failure to Cooperate with the OIG
- Letter to Mayor Mitch Landrieu and Sheriff Marlin Gusman Re: Construction of New Jail
- DWI Case Processing: Arrest, Prosecution, and Adjudication of Misdemeanor DWI Offenses
- Utilities Regulation
- Police Department Funding
- Letter to New Orleans Police Department Re: 8th District Theft Statistics
- Follow-up Report: Payroll Liabilities Performance Audit
- Follow-up Report: Orleans Parish Coroner's Supplemental Payments to Employees and Contractors
- Review of the City's Procurement Documents, 2013-2014

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“The New Orleans Office of Inspector General’s work is critical to ensuring that best practices are followed throughout city government. The OIG has conducted extensive research on many important issues that are critical to our community and to the fiscal health of the City. In my work as City Attorney, I often relied on that research to advance legal issues affecting the City’s taxpayers.”

**Sharonda Williams**  
City Attorney, 2013 – 2015



### Mission

The OIG serves the citizens of New Orleans by providing increased accountability and oversight of City of New Orleans government and entities receiving funds through the City. Toward that end, the OIG prevents and detects fraud and abuse and promotes efficiency and effectiveness in the programs and operations of the City of New Orleans.

Compliance with Sec. 2-1120

*This report complies with City Code Sec. 2-1120(9), which directs the Inspector General to “report annually to the ethics review board on the activities of the Office of Inspector General for the preceding calendar year.” Copies of the report are to be distributed to the mayor, city council, the media, and the public according to the ordinance’s directives.*

# Message from the Inspector General

Reform-minded councilmembers took office in 2006 committed to a transparent, effective, and efficient city government. With the massive rebuilding of New Orleans underway, they saw the establishment of an inspector general's office as the cornerstone—and guarantor—of a new, improved New Orleans. Thanks to the vision of Councilmember Shelley Midura, who spearheaded that effort, her council colleagues, foresighted citizen groups, and voters, New Orleans has an Office of Inspector General staffed by dedicated professionals who conscientiously oversee New Orleans city government.

An OIG is ultimately about establishing an ethical environment in which the rule of law and honorable public service are valued. In an ethical environment, investors know the City is a safe place to invest, businesses and entrepreneurs are emboldened to take risks and expand, and citizens believe this is a good place to live, work, and raise families.

The past year was both extremely productive and challenging. We released audits and investigations of departments and agencies from NOPD to the Coroner's Office, and City payroll to the Sewerage and Water Board. We produced extensive evaluations of DWI case processing and utilities regulation, and we examined NOPD and Traffic Court funding and city procurement. And on top of the Office's ongoing oversight activities, we also completed the redesign of our website (look for it soon!), undertook a complete upgrade of our IT security, and successfully managed a restructuring of the Office.

Since the Office's inception we have routinely saved, recovered, or generated millions more dollars each year than we have cost the City, and 2015 continued that trend. In fact, by following one of our recommendations, the City brought in more than \$13 million in additional revenue.

The Office of Inspector General has been living up to its promise, helping to make New Orleans a more transparent, accountable, and ethical city than it has ever been. We have demonstrated that we have the ability to deliver rigorous, professional oversight of the City of New Orleans. The following pages highlight a number of the Office's accomplishments and show how our efforts are making a difference.



*“In an ethical environment, investors know the City is a safe place to invest, businesses and entrepreneurs are emboldened to take risks and expand, and citizens believe this is a good place to live, work, and raise families.”*

I want especially to thank the dedicated staff of the OIG for their diligence and hard work. I am inspired daily by their passion for public service and their commitment to the OIG mission. We are proud to serve the citizens of New Orleans.

Sincerely,

Ed Quatrevaux

“The OIG is methodically and steadily holding local leaders and government employees accountable for the decisions they make and the actions they take using taxpayer resources. ... The OIG is well on its way to fulfilling its mission and has assumed a permanent role in the operation of city government.”

**Shelley Midura**  
City Councilmember, District A, 2006–2010



OIG investigations, audits, and evaluations may uncover significant inefficiencies that, if left unchecked, would cause future economic loss. PELP, or Potential Economic Loss Prevented, is used by federal law enforcement agencies to capture the preventive effect of those savings.

Upon completion of any audit, evaluation, or investigation, the OIG is required to communicate its findings and recommendations to the Ethics Review Board and the City in publicly released reports and letters.

## REPORTS AND PUBLIC LETTERS THROUGH 2015

### 48 Public Safety

- 24 Police Department
- 12 Sheriff's Office
- 12 Courts

### 46 Satellite Agencies

### 26 Procurement and Contract Management

### 11 Vehicle Use

### 7 Credit Card Use

### 5 Risk Management

### 4 Sewerage and Water Board

NOTE: The total number of reports listed here is greater than 122 because some reports fall into more than one category.

## We follow the money

The OIG focused on two areas over the past several years: public safety and the City's satellite agencies. Public safety, and NOPD in particular, accounts for the largest share of the General Fund, and the combined operating expenses of the City's many satellite agencies are significantly larger than the City's General Fund.

Satellite agencies are entities outside of city government that receive public funds overseen predominantly by citizens appointed to boards, commissions, security and

development districts, and public benefit corporations. These entities generally operate with little or no oversight and often with inadequate internal controls. For these reasons, the risk of misuse of public funds is high, and the OIG will continue to examine their finances and operations.

To date the OIG has produced 46 reports and public letters on the City's satellite agencies.



## Focus on the Force

24

reports & public letters about NOPD to date

- Secondary Employment Details
- Grants
- Crime Classification
- Private Security Districts
- Arrest Policies
- Payroll
- Funding
- Staffing and Deployment
- Body Cameras
- Early Warning System
- Evidence Room Management
- NOPD's Role in DWI Cases



OIG analyses and reporting on NOPD operations and management have prompted changes in the police force that should make it more efficient and effective.

The OIG 2014 *New Orleans Police Department Staffing and Deployment* report continued to spur changes throughout 2015 to redeploy officers to the street, hire civilians to handle positions that did not require a badge, and change policies to free up officers' time to focus on citizen calls for service as recommended in the report. The NOPD moved to hire civil-

ians to handle administrative duties and redeploy commissioned officers to patrol duties as the OIG recommended.

In June 2015 the City Council approved a new ordinance in keeping with the OIG report. The ordinance was designed to reduce the need for officers to be dispatched in response to false burglar alarms. It required greater involvement by alarm companies and created a system of increasing fines for recurring false alarms.

Throughout 2015 the NOPD announced changes in its Special Victims Section after the OIG November 2014 report on sex crime investigations. The investigation revealed that the five Sex Crime detectives failed to provide documentation in a majority of their investigations. The NOPD reorganized the sex crimes unit and installed new leadership. The Department won a \$1 million grant in September 2015 from the U.S. Department of Justice to test long-backlogged rape kits and planned to hire more detectives.

Crimes reported to the NOPD, such as rapes or stolen wallets in the French Quarter, increased during 2015, suggesting that police were more accurately classifying reports of crime as called for in the OIG audits of Uniform Crime Reports to the Federal Bureau of Investigation. The OIG plans to continue its work on the UCR series until the public can be confident that NOPD crime reporting is accurate.

# Foiling Fraud



Preventing and detecting fraud in city government is the most important role of the OIG Investigations Division. One of the ways investigators tackle that task is the OIG’s comprehensive fraud awareness program. Door-to-door visits to businesses may be the most visible example of the OIG’s fraud fighting efforts. Investigators made 62 such visits in 2015.

Investigators focus on the French Quarter because of its historic “pay-to-play” business climate. They call on Quarter occupational license holders, introduce them to the OIG, and make them aware of the work of the Office. Investigators inform them of the kinds of potential fraud schemes to look out for and encourage them to contact the OIG if they, their employees, or their customers encounter any kind of fraud, abuse of power, misconduct, or neglect of duty by city workers or city contractors.

Investigators leave behind fraud awareness cards with OIG contact information and prevention tips.

Investigators leave business people with something more than a place to report suspected fraud or abuse: the ID team leaves them with the knowledge that the OIG wants people to have confidence in city government. These face-to-face meetings are how it begins.



## Citizen Complaint Count

	CLOSED	OPEN
<b>2015</b> 37 complaints received	28	9
<b>TOTAL 2012–2015</b> 330 complaints received	319	11

### REPORT FRAUD TO THE OIG

Hotline: 504-681-3247 • Fax: 504-681-3230 • Email: [hotline@nolaoig.gov](mailto:hotline@nolaoig.gov)

All sources will remain confidential. Public employees will be protected from reprisal or retribution by “whistleblower” provisions as outlined in Article XIII, Sec. 2-1120 (21) of the New Orleans Municipal Code and LA Rev Stat 42:1169.



# All on Board

Citizens serve on more than 100 public boards and commissions. Those citizens are entrusted with an important responsibility: overseeing public funds. The OIG developed a two-part manual with procedures and administrative practices recommended for sound governance and financial management.

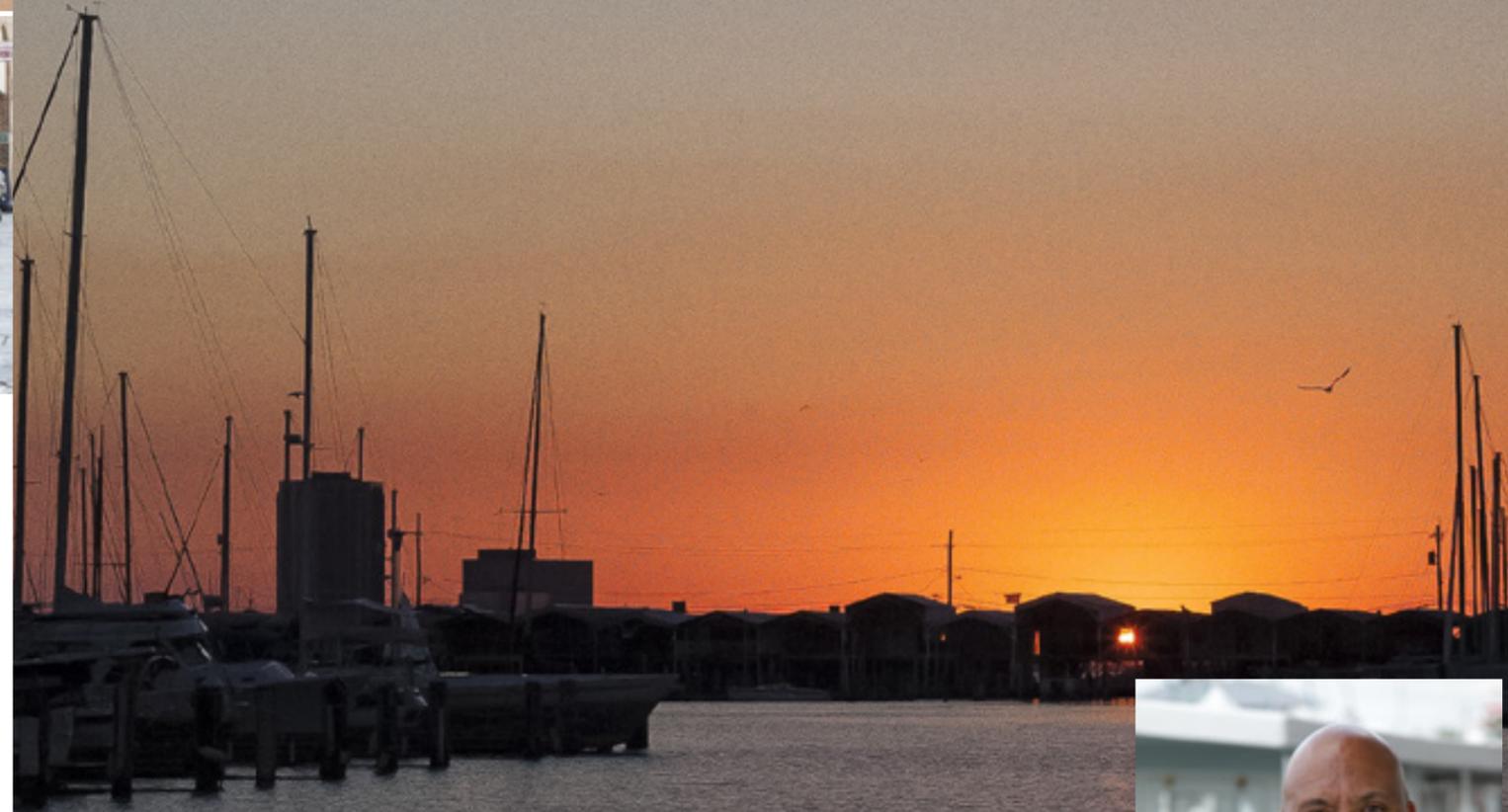
The “Model Board Manual: Guide for Boards, Commissions, and Public Benefit Corporations” consists of the “Model Board Handbook” and “Model Administrative Procedures.” These resources are step-by-step tools to help board members, administrators, and staff understand everything from the roles of the board and executive direc-

tor, to meeting legal requirements, to audit and compliance parameters, to ethics rules.

A call for assistance from the Municipal Yacht Harbor Management Corporation during its post-Katrina reorganization prompted the Model Board Manual’s development. Board members asked the Inspector General to help them navigate MYHMC’s compliance with a new set of rules as board members took on increased financial responsibilities after Katrina. The OIG’s assistance to Yacht Harbor leadership led to the creation of the Model Board Manual. The MYHMC considers the document its “operations manual.” And the City has encouraged

each and every member of all boards, commissions, or public benefit corporations to review and adopt the OIG’s recommended procedures.

Since the OIG published the Model Board Manual in 2013, staff members have delivered presentations on its guidelines to six different boards and security districts and invite requests for future presentations.



“The Inspector General’s office was instrumental in helping the Municipal Yacht Harbor Management Corporation’s efforts to install best practices.”

**Warner Tureaud**  
President and Chair

Municipal Yacht Harbor Management Corporation



# Prioritizing Procurement

In 2015 the OIG screened

43

requests for proposals

valued at a minimum of

\$20,000,000

81

invitations to bid

valued at a minimum of

\$109,000,000

In the past, the City conducted the evaluation and selection of professional service contractors behind closed doors, and previous Mayors had significant discretion to award professional service contracts directly. The public had lost confidence in the procurement process because favoritism, fraud, and collusion frequently influenced critical decisions made by public officials. These decisions ultimately delayed the City's rebuilding process and wasted millions of local and federal taxpayer dollars.

In June 2010 Mayor-elect Mitch Landrieu asked the OIG to provide recommendations for a fair and open process for awarding professional service contracts. The OIG developed these recommendations based on a comprehensive review of practices developed by national procurement organizations and adopted by many cities across the country.

Since 2010 many of the principles and practices suggested in the OIG's letter have been incorporated into mayoral executive orders and codified in the Home Rule Charter by New

Orleans voters. Selection committees for professional service contracts evaluate proposals in meetings open and noticed to the public as a result of these changes. The rationale for awarding contracts in New Orleans is now documented and available for public review.

The OIG continues to monitor City procurement processes and provides technical assistance as issues arise. The City sends professional service solicitations and invitations to bid to the OIG at the beginning of each procurement action and notifies the OIG of upcoming selection committee meetings. The OIG reviews the solicitations to identify deficiencies, ambiguities, or other concerns that could impede fair and open competition for City contracts.

In 2015 the OIG released two procurement reports that focused on improving the City's ability to reward or penalize professional service contractors for exceeding or failing to meet pre-established performance expectations.

"Companies seeking business opportunities with the City of New Orleans have an oversight body in place to guarantee a fair and competitive procurement process."

**Michael Hecht**  
President and CEO  
Greater New Orleans, Inc.



# Recommendations Realized

"Since its start in 2007 the Office of Inspector General has become a vital part of New Orleans. As this annual report demonstrates, the OIG has become integral to the City, promoting efficiency and effectiveness in its operations, and the OIG has been an important part of the creation of a New Orleans its citizens deserve."

**Kevin Wm. Wildes, S.J.**  
President, Loyola University New Orleans  
Past Chair, Ethics Review Board



## Delinquent Property Tax Collection

March 21, 2013; Follow-up Report, December 23, 2015

In the 2013 report, the OIG recommended that the City sell adjudicated tax-delinquent properties in order to decrease the overall cost of collecting past-due taxes and to create additional incentives for paying taxes on time. The City began holding adjudicated property sales in 2015, and by November the auctions generated **more than \$12 million** in revenue. Enforcing the tax law also resulted in an additional **\$1.2 million** in tax collections from delinquent accounts in the weeks preceding the sale.

## Utilities Regulation

June 17, 2015

The report examined the City Council's regulation of utilities and showed that the Council could save ratepayers money by using well-trained in-house staff instead of outsourcing nearly all regulatory activities to consultants. A few months after the release of the OIG report, the Council made \$800,000 in cuts to the 2016 contracts.

## NOPD Staffing and Deployment

May 28, 2014

This report prompted one of the most significant responses to an OIG report to date. The NOPD continued implementing recommendations in 2015, identifying positions staffed by officers that civilians could perform and moving officers from specialized units to patrol. The City Council also enacted an ordinance designed to reduce the number of times officers respond to false burglar alarms. These changes should help NOPD put more officers on the streets to deter crime.

## Funding of Traffic Court

July 29, 2015

In 2015 the City Council adopted a budget ordinance for 2016 that included full funding of the Court from a General Fund appropriation, a change recommended in OIG reports issued in 2011 and 2015. The OIG urged the City to fund the Traffic Court from a General Fund appropriation to eliminate the conflict of interest caused by the Court's financial reliance on fees it collected from convicted defendants.

## DWI Case Processing

June 24, 2015

The OIG's DWI Case Processing report, which examined how DWI cases were handled from arrest through adjudication and probation, prompted immediate action from two city departments. The City Attorney wrote draft standards for prosecutorial discretion for Law Department prosecutors, and the NOPD took steps to establish a No Refusal program that requires blood draws when drivers refuse breath alcohol tests.



# Airport Soars



The new Louis Armstrong New Orleans International Airport terminal is preparing for takeoff. The new terminal will change the first impression of New Orleans for people visiting from all over the world. As construction begins on the nearly \$1 billion terminal, the presence of the OIG has helped the airport's reputation rise from what the Inspector General dubbed a "pit of corruption" to a model of sound management and diligent oversight.

New Orleanians had become accustomed to a shabby airport where poor performance and service was expected. Contracts and jobs were steered by favoritism, not cost and quality. That began to change in 2010 with the appointment of Director of Aviation Iftikhar Ahmad.

OIG auditors began work at the airport in October 2011, auditing ten month-to-month contracts that had not been re-bid for up to eight years. The results revealed massive waste. With the New Orleans Aviation Board's support, Aviation Director Ahmad moved to review and rebid all the airport's month-to-month contracts. Aviation Director Ahmad estimates that rebidding the contracts saved the airport \$25 million.

In the summer of 2013, Ahmad and the Board invited the Office of Inspector General to oversee the construction of the new terminal. Aviation Director Ahmad credits the OIG's presence with increased public confidence in the airport's business practices, which in turn resulted in a reduction of

the interest rates charged on airport bonds in 2015. Lower interest rates reduced costs and enabled the airport to attract a record number of new airlines, additional flights, and more nonstop service.

At the airport's request, the OIG expanded its role by embedding its Construction Fraud Division (CFD)\* to assist with oversight of new airport construction. Located within feet of the Director of Aviation's office, the CFD reviews contracts, invoices, policies, and procedures, providing the airport with checks and balances.

The Construction Fraud Division's fraud prevention and detection program is a major force in the new construction project. The CFD actively promotes fraud prevention training and adherence to a Code of Ethics and Conduct Agreement. Posters displayed prominently in the airport alert anyone involved in contracting for the massive building project to report fraud to the OIG hotline, email, or in person at the OIG airport office.

\*CFD salaries are sponsored by NOAB Capital funds dedicated to the building of the North Airport Terminal.



**Construction Fraud Division**  
David Eberly, Deputy Assistant IG  
Peter Smith, Assistant IG



**REPORT CONSTRUCTION FRAUD**  
Phone: 504-303-7630 • Email: [cfid@nolaig.gov](mailto:cfid@nolaig.gov)



"A world class airport is not just a structure... it comes with good sound operations... . And with the OIG's office there, we will have a good system, a wholesome system that will bring great results."

**Iftikhar Ahmad**  
Director of Aviation  
Louis Armstrong New Orleans International Airport

# Investigators in Action

The OIG's Investigations Division conducts criminal and administrative investigations into allegations of fraud, waste, and abuse in City government. Results of investigations of city workers suspected of violating city policies are referred to the City.

When the OIG Investigations Division uncovers criminal violations, it works with its federal, state, and local law enforcement partners and refers these matters to the offices of the U.S. Attorney or District Attorney for potential prosecution.

The work of OIG partnerships resulted in thirteen indictments, convictions, or sentencing in 2015, five federal and eight local.

## Case 1

During an evaluation of Traffic Court operations in 2011, the OIG identified hundreds of thousands of dollars in questionable payments to the Court's accountant, Vandale Thomas. OIG investigators worked with the FBI, the IRS, the Louisiana Legislative Auditor, and the U.S. Attorney's Office to secure Thomas' conviction in 2014. A federal jury found Thomas

guilty of 11 counts of theft, money laundering, and structuring transactions to evade reporting requirements. In August 2015 Thomas was sentenced to three years in federal prison and three years of supervision following his release. He was also ordered to make restitution in the amount of \$684,065 to the City of New Orleans.

## Case 2

The OIG discovered financial discrepancies when it conducted a 2008 evaluation of the City's crime camera system. Released in early 2009, the report identified several questionable contracts and payments attributed to the Mayor's Office of Technology. The OIG provided the U.S. Attorney's Office with a copy of the report, prompting a joint FBI-OIG investigation. The investigations uncovered criminal activity outside and inside City Hall and led to the convictions of former city executives Greg Meffert and Anthony Jones, and former city contractors Mark St. Pierre, Rodney Williams, and others.

One of these individuals was Frank Fradella, who paid Mayor Nagin more than \$50,000 and gave the Mayor two truck-loads of granite for his family's countertop business in an effort to influence the award of city contracts to his disaster recovery company. Fradella admitted in 2012 that he had funneled roughly \$200,000 in cash and gifts to Nagin over several years, including \$112,500 in nine monthly "consulting payments" made to the Mayor after his exit from City Hall. In February 2015 Fradella was sentenced to one year in federal prison.

## By The Numbers

	2012 – 2014	2015	2012 – 2015
<b>Criminal Actions</b>	66	13	<b>79</b>
<b>Indictments, Convictions, Sentencings</b>	<b>Federal</b>	5	<b>64</b>
	<b>Local</b>	8	<b>15</b>
<b>Administrative Actions</b>	25	6	<b>31</b>
<b>Terminations</b>	6	1	<b>7</b>
<b>Suspensions</b>	19	5	<b>24</b>
<b>PELP (Potential Economic Loss Prevented)</b>	\$29,291,084	\$3,145,126	<b>\$32,436,210</b>

## OIG JUSTICE TEAMWORK RECOGNIZED

Attorney General Loretta Lynch, Deputy Attorney General Sally Quillian Yates, Executive Office for U.S. Attorneys Director Monty Wilkinson, and U.S. Attorney Kenneth Polite, Jr. presented OIG's **Eduardo Hernandez** and 14 other members of the Nagin prosecution team from the U.S. Attorney's Office, FBI, and IRS with the Director's Award Honors for Superior Performance by a Litigation Team for their efforts in the investigation and prosecution of former Mayor Ray Nagin.



# Focused on Mission

The Office was originally organized by professional discipline—auditors, evaluators, and investigators in their professional silos. As the Office hit its stride, the Inspector General sought an organizational structure that assigned responsibilities consistent with a focus on the Office's mission.

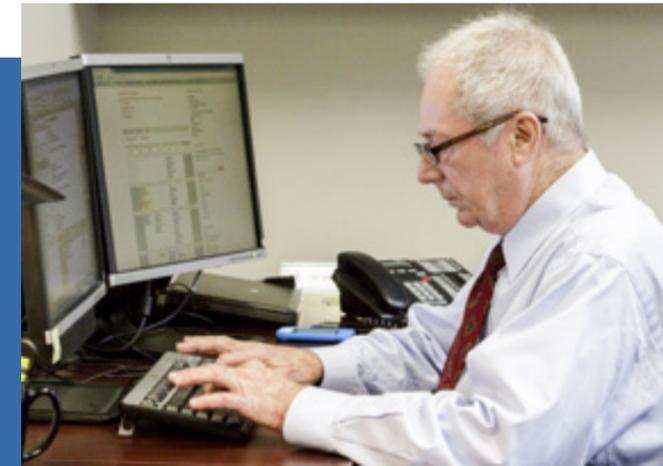
In 2015 the Inspector General reorganized the OIG along mission lines:

Government Integrity staff ensure that city government is honest, assessing compliance with law and policies, and **preventing and detecting fraud and abuse.**

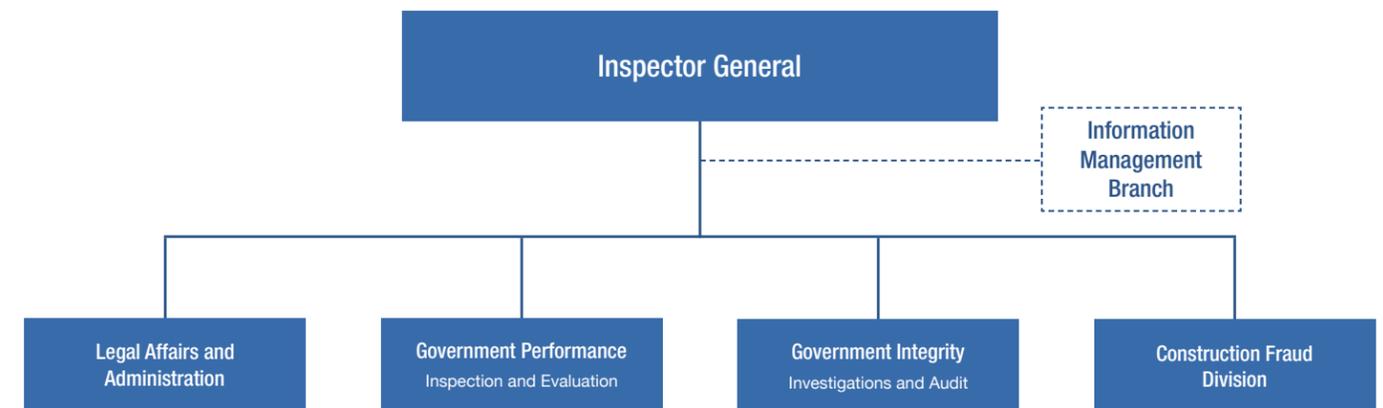
Government performance staff examine **city programs and operations**, recommending ways to increase **efficiency, effectiveness, accountability, and transparency.**

"We've almost accomplished an initial sweep of city government, and with some of the basic work completed, we are moving into more focused reviews. Our new organizational structure will enable us to make better use of resources to achieve our mission."

**Ed Quatrevaux**  
Inspector General



## 2015 New Orleans Office of Inspector General Organizational Chart



# Reaching Out

Community engagement is an OIG priority. Representatives of the Office visit neighborhood meetings to share information about our work, but more important, to listen.

The OIG wants citizens to know why we do what we do and how our findings and recommendations can improve the City. We also want to hear what citizens think about the City and what the OIG should look into next.

Citizen participation can help the OIG fight fraud, waste, and abuse by reporting suspected problems and by letting our Office know how the OIG can serve them more effectively. That is why the OIG collects citizen input on feedback cards at its meetings: information provided on the cards can help the OIG learn how to serve citizens better.



“Regular meetings with neighborhood associations and neighborhood groups provide an opportunity for face-to-face exchange of ideas, and sometimes you hear things you didn’t realize people thought were a problem.

It also has reinforced for me how hungry people are for honest, effective government.”

**Ed Quatrevaux**  
Inspector General



# Spreading the Word

OIG staff work hard to produce the documents released to the City and the public. Most reports take hundreds of hours to develop and each goes through many levels of review to meet our standards and ensure its credibility and reliability. But relevant, timely, and credible information can’t improve government on its own: an OIG’s ability to improve government depends on an informed citizenry demanding change.

In 2015 the Inspector General established the OIG Information Management Branch (IMB) to improve information outreach. Under the guidance of a grant-funded media consultant, the IMB is staffed by OIG personnel with the needed expertise and willingness to take on the additional task of implementing the OIG’s media strategy.

*Note: A grant from Baptist Community Ministries made it possible for the OIG to engage a media consultant.*



## IG hammers at slipshod handling of DWI cases

**BY JOHN SIMERMAN**  
jsimerman@theadvocate.com

When it comes to driving drunk, the gaps in the New Orleans criminal justice system are wide enough for many arrestees to hurtle through repeatedly, even while hammered, according to a scathing report issued Wednesday by Inspector General Ed Quatrevaux’s office.

The 54-page report portrays the justice system for DWI cases as a disaster with blame to go around, costing the city potentially millions of dollars a year in addition to making the streets more dangerous.

It says New Orleans police use weak techniques for spotting drunk drivers; that city prosecutors come to court unprepared; and that case files disappear or frequently lack rap sheets for prior offenses that could lead to appropriately stiff sentences.

The review found that for every six DWI cases with high alcohol readings — called “tougher sanctions” — we graded, while one in five

## S&WB lax on oversight of take-home cars

**Report: No controls to deter fraud, waste**

**BY JEFF ADELSON**  
jadelson@metronews.com

The Sewerage & Water Board has been lax with its policies on take-home vehicles, allowing waste and abuse of its take-home vehicles, the report said. S&WB employees are supposed to be issued take-home vehicles so they can respond to after-hour emergencies, daily workers who need to “regularly” respond to four incidents in a month were supposed to be issued them, though that policy was not followed.

The “Shannon” contract and the long commutes of some employees and may have been further exacerbated by the use of the vehicles for personal errands, according to the report.

The “Shannon” contract and

## IG: City still pays too much to collect taxes

**Report says new vendor also**

**BY JESSICA WILLIAMS**  
jwilliams@theadvocate.com

Two years after Inspector General Ed Quatrevaux said New Orleans was overpaying a consultant to collect past-due property taxes, the city is still paying too much for those services, Quatrevaux said Wednesday.

In 2013, Quatrevaux chided the city after its collector of delinquent taxes, Strategic Alliance Partners, was paid more than 10 times what he said was normal for such work.

The city has since awarded a new contract, as Quatrevaux recommended, but the new

The criticism is detailed in a Wednesday follow-up report to the inspector general’s initial 2013 look into the city’s delinquent property tax collections.

The new report also includes some praise for the city: Quatrevaux lauds it for holding adjudicated property auctions this year — after he said it initially rejected that idea — and changing the timing of its separate tax title sale, two steps Quatrevaux urged in 2013.

Hayne Raynie, a spokesman for Mayor Mitch Landrieu, said that “given the resounding suc-



# Offer Accepted



On October 14, 2015, the Inspector General and the Independent Police Monitor signed an agreement to separate the Independent Police Monitor Division from the Office of

Inspector General. The decision was a difficult one for the Inspector General, who remains “committed to diligent and scrupulous oversight of the NOPD.” Mr. Quatrevaux sees a “highly functioning and constitutional police force as essential for the future of New Orleans.”

In signing the agreement, the Independent Police Monitor accepted the offer originally made by the Inspector General in January 2015, ending year-long negotiations between the OIG and the Independent Police Monitor.

If passed by the voters, a proposed amendment to the City Charter will codify in law the creation of the Office of the Independent Police Monitor as an entity separate from the OIG and rededicate to the OIPM a portion of the OIG’s funding. The charter amendment is scheduled to appear before New Orleans voters November 8, 2016.

“OIG staff really rose to the occasion this past year. True professionals, they remained focused on the Office’s core mission and demonstrated their dedication to the City during a year of change and adjustment.”

**Suzanne Lacey**

General Counsel, Office of Inspector General

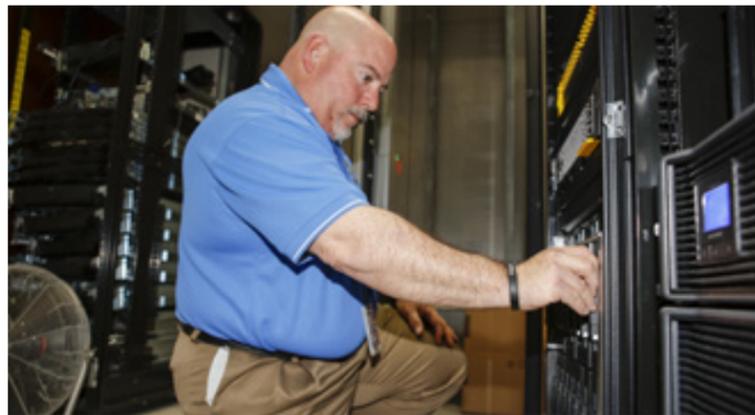


# Investing in Security

Cyber-attackers targeted the OIG website during the fall of 2015. The attempt failed to compromise any of the information maintained by the OIG, and technology staff temporarily deactivated the OIG website (nolaig.org) to thwart additional intrusion attempts.

Even a failed hack of its electronic systems is a critical event for an OIG. OIGs acquire confidential information in the course of conducting ongoing projects and investigations, and it is essential that the public and officials trust the OIG’s ability to safeguard the integrity of that information.

In response to the attempted intrusion, the OIG initiated an information technology infrastructure hardening and reviewed internal processes with a renewed emphasis on cybersecurity. These investments, combined with even greater vigilance on the part of OIG staff, will protect OIG computer systems and data from unintended or unauthorized access, change, or destruction.



Equally important, these improvements should assure the public that the OIG employs best practices in information systems security and will allow the OIG to continue its efforts to prevent and detect fraud, waste, and abuse in city government with confidence in the resilience and security of its IT systems.

# Looking Forward

It takes time to build institutional knowledge, and the work completed to date has given the OIG a firm foundation. Efforts in 2016 will capitalize on previous OIG work and make inroads into new city programs and operations.

Highlights of upcoming work:



Investigators will continue educational efforts with the business community and city employees to prevent fraud and abuse.



Citizens can count on continued oversight of procurement practices and policies.



The Office will continue to examine NOPD crime statistics regularly until our analyses show that the data are accurate and reliable.



The OIG’s series of evaluations of justice system funding will continue until the funding of all the justice agencies has been examined; the next report looks at Municipal Court finances.



The public should expect a continued focus on the Sewerage and Water Board as the OIG audits the agency’s financial controls and plans evaluations of its staffing and operations.



Quality of life comes into focus with upcoming reports on Walk Signals and the City’s 311 system.



Fuel controls are the subject of two reports scheduled for release in 2016.



A series of three audits will examine Audubon finances.



Evaluators assess the City’s fleet management in an upcoming report.

# Transforming nolaig.gov

Very soon the OIG will project a new face to the world: a completely redesigned website. Both visually attractive and information rich, the OIG’s primary goal was to make its reports and other resources more readily available to a broader audience.

The new website, with a secure dot gov address, will take advantage of modern video, graphic design, and social media capabilities. It will feature a report search function and tagging system that will enable those who are not already familiar with our work products to find reports of interest to them. New report summaries will also make our work more accessible.

The new website includes links to help citizens report fraud, waste, or abuse to appropriate agencies, including the OIG, and will help citizens learn about our mission. The new website also includes a translation function to allow residents of all backgrounds to read our work and get in touch with us.

Funded in part by a grant from Baptist Community Ministries, the new website will launch in spring 2016.



**COURAGE**  
**FAIRNESS** **OBJECTIVITY**  
**INTEGRITY**  
**PROFESSIONALISM**  
**FORTHRIGHTNESS** **TRUST**  
**ACCOUNTABILITY** **RESPECT**  
**HONESTY** **COMPETENCE**  
**INDEPENDENCE**  
**CONFIDENTIALITY**



**NEW ORLEANS**  
**OFFICE OF INSPECTOR GENERAL**  
Ed Quatrevaux, Inspector General

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