PROGRESS AND PRODUCTIVITY

2016 Annual Report

OIG NEW ORLEANS OFFICE OF INSPECTOR GENERAL

Ed Quatrevaux, Inspector General

The OIG identified

$95,555,697

in potential savings to the City between 2009 and 2016.

2016 REPORTS and PUBLIC LETTERS

- Law Department Funding
- Public Letter: Law Department Procurement of Outside Counsel
- Sewerage and Water Board Fee Collection and Controls
- New Orleans Police Department Documenting and Reporting of Rapes
- Fuel Dispensing
- Fleet Management
- Sanitation Fee Collection by the Sewerage and Water Board Follow-up Report
- Public Letter to New Orleans City Council: Proposed Ordinances
- Public Letter: Serious Problems With Firefighters' Pension and Relief Fund for the City of New Orleans
- Fuel Receiving Controls Follow-up Report
- Public Letter: Erroneous Parking Citations
- Pedestrian Crossing Signals
- French Market Corporation Use of Funds Follow-up Report
- Property and Casualty Insurance Follow-up Report
- Municipal Court Funding

"They're making city government accountable to the people. The Inspector General knows what the past looks like and is trying to prepare for a more honest future."

— Darrell Turner
Pastor, Disciples of Christ Christian Fellowship Ministry

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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 city government.

Compliance with City Code 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

I took office in late 2009 committed to making the New Orleans Office of Inspector General the most highly respected and productive city oversight agency possible. Seven years later the New Orleans OIG is regarded as a national leader among inspectors general. Its success is evidenced by the number of reports issued; the significant cost savings and policy changes resulting from our efforts; the exemplary quality of our work products, as confirmed by three Quality Assurance Reviews and two Peer Reviews; and the beneficial changes to city government that result directly from our work. As the Office enters its 10th anniversary year, we can look back on a number of accomplishments.

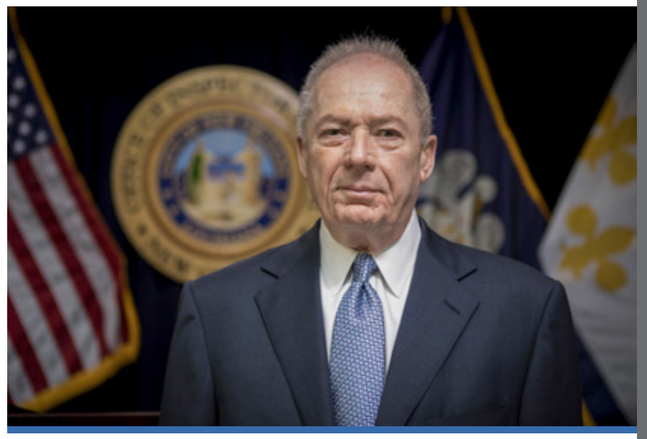
This Office's efforts drove dramatic improvements in two city entities: Louis Armstrong New Orleans International Airport and the New Orleans Police Department (NOPD). The airport underwent nothing short of a transformation. An investigation of airport ground transportation management ended serious security breaches that threatened public safety. Airport officials reported more than $25 million in cost savings as a result of OIG contract audits. In addition, a second OIG investigation resulted in a yearly reduction of more than $1 million to a landscaping contract.

According to the former Aviation Director, the OIG's efforts combined with increased confidence in the airport's business practices resulted in a reduction of the interest rates charged on the airport's bonds. Lower costs to the airlines attracted more airline carriers and expanded the number of destinations. The impact of these efforts will be felt for decades with the construction of a new airport that will serve as the gateway to New Orleans for millions of visitors.

As IG I made public safety a central focus of the Office and improving the NOPD a top priority. To date the OIG produced 25 reports and public letters on the NOPD. Audits and investigations prompted organizational changes to the Special Victims Section and resulted in a 220 percent increase in the number of rapes reported to the NOPD. The NOPD also implemented many of the recommendations made in the OIG's NOPD staffing and deployment review intended to improve NOPD's ability to respond to calls for service.

Just in the past year, the Office produced investigations and audits of agencies and programs such as the Sewerage and Water Board, the Firefighter's Pension and Relief Fund, parking control, and the French Market Corporation. The City's fleet and fuel programs and the Department of Public Works' policies and practices regarding pedestrian crossing signals received in-depth evaluations. And we continued our series of analyses of justice system agencies' funding with reports on Municipal Court and the City's Law Department.

City government has improved greatly, but old practices prevail in some entities and continued improvement will require vigilant oversight. IGs pay special attention to the influx and expenditure of large amounts of money, especially when combined with major operational undertakings.



In New Orleans, the Department of Public Works and the Sewerage and Water Board are poised to receive more than $2 billion for infrastructure projects. From finances to contracting to operations, this undertaking demands close and persistent scrutiny.

My vision is a New Orleans in which all citizens trust the Office of Inspector General to ensure the integrity of local government and provide credible and reliable information about government performance. But only effective, firmly established internal governmental controls combined with tenacious independent oversight can prevent the abuse of public funds seen as an inescapable part of the "old" New Orleans political culture. Institutionalizing government oversight must be the goal; fair—and incisive—independent oversight must become as much a part of the government culture as the city officials who lead it.

In an election year, it is imperative that the Office maintains its independence from the political climate that ensues as electoral passions build. And there will be inevitable challenges as a new administration becomes accustomed to rigorous government oversight.

I am greatly honored and deeply humbled to serve the citizens of New Orleans as Inspector General. It has been my privilege to lead the Office charged with safeguarding the City against fraud, waste, and abuse.

Sincerely,

Ed Quatrevaux

"The Office of Inspector General is at its best when it works in partnership with agencies to identify opportunities for improved practices that increase efficiency and accountability. The OIG has made important contributions to the performance and integrity of city government."

Andy Kopplin
First Deputy Mayor/Chief Administrative Officer, 2010 – 2016

PRODUCTIVITY PAYS DIVIDENDS

6,500+ employees — oversight of — **$2B+** in assets

in 2016

$3,440,797 The OIG cost

$29M + Identified in potential savings*

$1.2M Revenue generated based on OIG recommendations

2009 – 2016

$24M The OIG cost

$95M + Identified in potential savings*

$13.2M Revenue generated based on OIG recommendations

*OIG investigations, audits, and evaluations may uncover significant inefficiencies that, if left unchecked, would cause potential economic loss.

Reports and Public Letters
2009 – 2016

137

15 REPORTS AND PUBLIC LETTERS IN 2016

5	Public Safety	1	Parking Enforcement	1	Procurement
3	Sewerage & Water Board	1	Risk Management	1	Satellite Entities
3	Fleet Management and Fuel Services				

PRIORITIES AND PERSISTENCE

Public safety and high-risk government entities remained the OIG's top priorities. The OIG identified serious problems with the New Orleans Firefighters' Pension and Relief Fund that cost local taxpayers millions of dollars each year. In addition, the Office completed two funding analyses of local justice agencies to document all agency revenues and expenditures and to assess agency performance.

The OIG continued its efforts to improve oversight of local satellite agencies with audits and investigations of the New Orleans Sewerage and Water Board. The OIG found weak internal controls and an agency at risk for fraud and waste.

Prioritizing Police

The OIG continued to focus its efforts on improving NOPD operations and management. Throughout 2016 the NOPD showed marked progress on issues previously identified by the OIG.

In June the OIG released *New Orleans Police Department Documenting and Reporting of Rapes*. The findings contrasted sharply with 2014 OIG audits and investigations that uncovered serious problems in the NOPD's Special Victims Section. Auditors found NOPD properly classified 99.4 percent of sex-crime related calls for service compared to 54 percent from 2010 through 2013. And 100 percent of case files reviewed by the OIG in 2016 included documentation, in contrast to 35 percent of files reviewed in 2014.

In November the NOPD activated its early intervention system, Insight. The system is designed to identify patterns in officer behavior and allow supervisors to determine whether additional training, counseling, or discipline is needed. The 2013 *New Orleans Police Department Early Warning Program* report established a baseline against which to measure future progress.

"It is rare for any organization to correct a serious problem in 18 months, but NOPD has done it. This turnaround is very impressive, and NOPD deserves praise."

Inspector General Ed Quatrevaux,
June 22 news conference announcing improvements in reporting and documentation of rapes

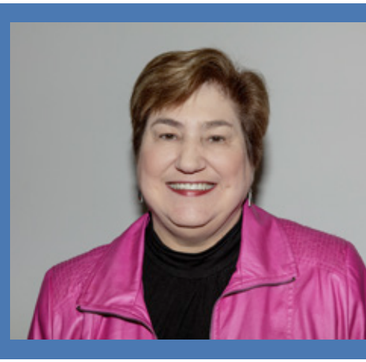
Among the changes NOPD made since the OIG's 2014 reports was the placement of Special Victims Section detectives inside the New Orleans Family Justice Center.

NOPD Staffing and Deployment

Improvements consistent with recommendations made in the *2014 NOPD New Orleans Police Staffing and Deployment* report designed to increase the number of officers available for patrol continued in 2016. NOPD limited access hours to district police stations, reassigned officers performing administration and other functions to patrol, and hired non-sworn staff to perform non-law enforcement duties. And NOPD staggered shift times so that officers could be available to answer calls for service at shift changes.

"We have witnessed significant improvements with NOPD policies and practices over the past year in response to the OIG's investigation of the reporting and documenting of rapes. As a result of this investigation, sexual assault has gotten significant attention and prioritization from the Mayor and the Police Chief. Ongoing diligence in accountability and resources will be required to maintain the gains that have been made and to regain the public's trust."

— Mary Claire Landry
Executive Director, New Orleans Family Justice Center

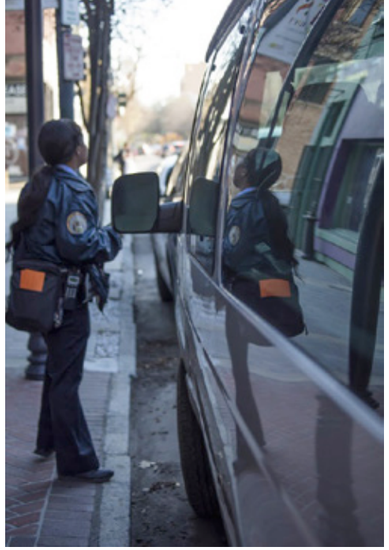


Ticket Errors Curbed

The OIG initiated an investigation after receiving complaints from people cited for parking violations they did not commit. Investigators identified mistakes in nearly 9,000 parking citations the City issued each year. Many of the mistakes involved parking enforcement officers entering incorrect license plate information on tickets. That meant the owners of cars not involved in parking violations received citations in error and became responsible for payments, fines, and late fees.

In 2015 it cost the City $190,000 to issue and dismiss the erroneous parking citations and deprived the City of $210,000 in parking citation revenue.

The OIG identified software solutions to the data entry problems and recommended new policies, which the City and parking vendor agreed to implement.



Citizen Complaint Count

	Closed	Open
2016 82 complaints received	67	15
TOTAL 2012 – 2016 412 complaints received	393	19

REPORT FRAUD TO THE OIG

Hotline: 504-681-3247 • Fax: 504-681-3230 • Email: 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.

Safe Crossings

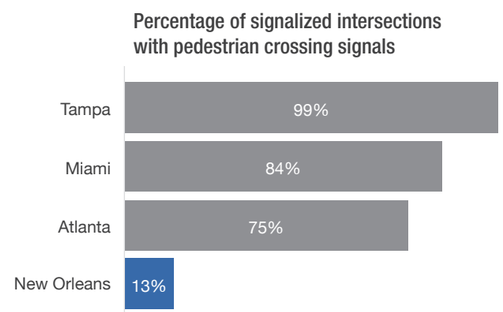
The OIG continued its focus on public safety with the Pedestrian Crossing Signals report. Evaluators found only 13 percent of signalized intersections in New Orleans had pedestrian crossing signals, while in comparable cities the percentage was six to seven times higher. For decades the City used an informal policy that restricted the installation of pedestrian crossing signals at most intersections.

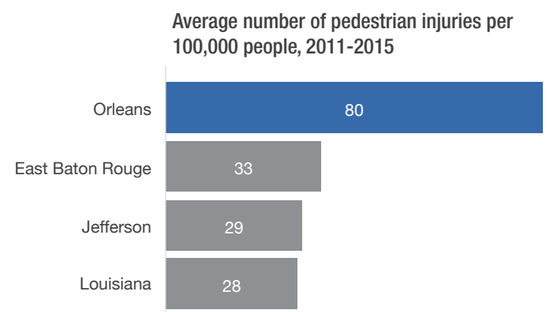
The lack of pedestrian crossing signals had serious consequences. Orleans Parish had more pedestrian fatalities than any other parish in the state from 2013 through 2015 and had more than twice the rate of pedestrian injuries than Jefferson and East Baton Rouge parishes.

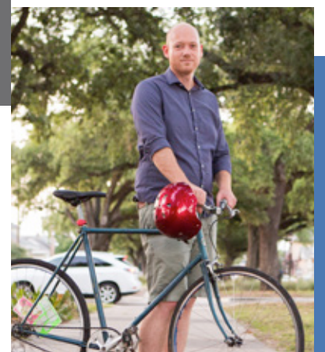
Evaluators recommended that the City develop and implement policies designed to increase the number of pedestrian crossing signals in New Orleans. In addition, evaluators recommended that the City ensure that public investments in infrastructure are compliant with standards outlined in the Americans with Disabilities Act (ADA). The City agreed to implement these recommendations.

The report sparked the interest of citizens as well as national media. In addition to receiving local media attention, the report prompted organizers of the New Orleans Pedestrian and Bicycle Summit to invite OIG staff to share its conclusions with event attendees. The report's one-page In Brief also captured the attention of a researcher for Full Measure, a nationally syndicated hour-long news magazine. The magazine did an in-depth story on the report and sent a reporter and videographer to New Orleans to interview OIG staff and victims of pedestrian crashes. The story aired on television and on the program's website on December 4, followed by an additional story on its digital platform, Circa.

OIG evaluators survey pedestrian crossings downtown.







"Many thanks to everyone at the Office of Inspector General who worked on producing the report on Pedestrian Crossing Signals. It's a much-needed, powerful statement with simple, effective recommendations."

Dan Favre
Executive Director, Bike Easy

Photo by Morgan Sasser

Driving Change

The OIG reviewed the City's fleet management and fuel dispensing practices to determine whether the City had effective policies and internal controls in place to maximize the value of vehicle assets and prevent fraud. Informed of the significant problems found during both reviews, the City took immediate steps to make changes recommended by the OIG.

The City owned approximately $60 million in motor vehicle and equipment assets during the period reviewed in *Fleet Management*. However, evaluators found that the City could not produce reliable information such as how many vehicles it had, how often they were used, and what types of repairs were performed. In addition, the City did not use accurate data to guide management decisions such as determining how many vehicles it needed, whether to outsource maintenance, and when to replace vehicles.

The City spent approximately $3 million per year on fuel during the period reviewed in *Fuel Dispensing*. Evaluators found that the City could not verify basic information such as who dispensed fuel and which vehicles received fuel. The City had policies in place that prohibited the sharing of fuel cards and PINs, but many fuel users ignored requirements. Vehicle coordinators tasked with monitoring fuel use for indicators of fraud did not receive training, performed cursory reviews, or failed to investigate suspicious transactions altogether.

The City accepted all OIG recommendations in both reports and quickly took the following remedial steps:

- Issued a solicitation for a fleet management information system;
- Revised the vehicle and fuel use policy to delineate user responsibilities; and
- Hired a fleet manager.

Katrina's floodwaters inundated the City's Central Maintenance Garage in Gentilly. These pictures illustrate damage still visible in 2015 compared to improvements after the OIG released *Fleet Management*.

Recommendations Realized

DELINQUENT PROPERTY TAX COLLECTION

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

In 2013 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 generated approximately $12 million in revenue. In 2016 the City generated an additional $1.2 million in revenue on adjudicated tax-delinquent properties.

PROPERTY AND CASUALTY INSURANCE PROGRAM

April 26, 2012; Follow-up Report, November 16, 2016

In 2012 the OIG made recommendations to improve the City's property and casualty insurance program. After hiring a Risk Manager in June 2014, the City began making improvements consistent with OIG recommendations. The City updated its state certification of eligibility for FEMA assistance, corrected some problems with the list of insured properties, and issued a solicitation for producer of record services with improved selection criteria.

FRENCH MARKET CORPORATION USE OF FUNDS

October 10, 2013; Follow-up Report, October 26, 2016

In 2013 the OIG found that the French Market Corporation (FMC) leased Edison Park for only $1 per year and made donations of public funds without justification. As a result of the OIG's audit, the FMC obtained an appraisal for fair market rental value for the space and collected approximately $180,000 in lease payments during the first year and began documenting donations.

FUEL RECEIVING FOLLOW-UP

July 2, 2013; Follow-up Report, September 14, 2016

In 2013 the OIG recommended that the City develop a verification process to ensure the number of gallons of fuel purchased matches the number of gallons delivered. During a follow-up review in 2016, evaluators found the Fuel Services Administrator implemented a process to monitor and verify deliveries made to the City's gas stations before issuing payments to vendors.

"I don't know where this City would be without the Inspector General that we have now."

— Reggie Fournier
Gentilly Homeowner

Charter Amendment Outreach

In 2016 the OIG conducted a sustained five-week campaign of traditional and social media designed to inform citizens about the charter change election to separate the Office of Inspector General, the Ethics Review Board (ERB), and the Office of Independent Police Monitor (OIPM).

The Inspector General appeared on local news broadcasts, and the OIG produced a short YouTube video explaining what the charter change amendment would mean for the three offices. The OIG also created a special web page dedicated to the upcoming charter.

Voters passed the charter change amendment on November 8, 2016, and the three offices are now financially and operationally independent entities. Each office receives its own portion of the General Fund: the OIG receives .55 percent, the OIPM receives .16 percent, and the ERB receives .04 percent.

Rave Reviews

In April the independent review body that assesses the written work product of the OIG issued its report on the Office's 2014 performance. The Quality Assurance Review Advisory Committee (QAR) for the Office of the Inspector General found the OIG to be "extraordinarily productive."

The Committee concluded that the written work products of the OIG addressed some of the most important issues facing the City. OIG public letters and investigations were "timely and effective interventions" and "the methodologies employed in the investigations were data-driven in nature and revealed serious problems regarding reporting, lying, and theft." The committee wrote that OIG audits "showed the OIG to be meticulous in its comprehensive methodologies."

The Committee affirmed that evaluations and inspections reports "turned up important findings that the City will need to address in the following years."

The QAR is just one of the external reviews required by city law. Every three years, the OIG also undergoes a peer review by the Association of Inspectors General (AIG). The most recent AIG review confirmed that the Office met the AIG's high standards.

Assistant Inspectors General Peter Smith, Construction Fraud Division; Howard Schwartz, Investigations; IG Ed Quatrevaux, Assistant IG Nadiene Van Dyke, Government Performance; Suzanne Lacey, General Counsel

Connecting with Citizens

Community outreach is critical for the Office of Inspector General. An OIG can only effectively bring about government improvement and detect and prevent fraud and abuse if the citizens for which it works support and assist those efforts. That is why the IG and members of his team made frequent visits to neighborhood, community, and civic groups throughout 2016.

The OIG followed presentations about its work with question and answer sessions that helped citizens learn more about the Office and the OIG to gain valuable insight from the people it serves.

"We've heard about the Inspector General on TV and on the news but for us it was an invisible person... until we met him. I think this personal experience with him was great, and now we would feel more comfortable in communicating with his office."

— Gretchen Bradford
President, Pontchartrain Park Neighborhood Association

PONTCHARTRAIN PARK NEIGHBORHOOD ASSOCIATION
March 9

MID-CITY NEIGHBORHOOD ORGANIZATION
March 14

DESAIX NEIGHBORHOOD ASSOCIATION
May 14

VENETIAN ISLES CIVIC & IMPROVEMENT ASSOCIATION
May 17

NEWCITY NEIGHBORHOOD PARTNERSHIP
March 24

NEW ZION PRESERVATION ASSOCIATION
April 4

NEIGHBORS FIRST FOR BYWATER
June 1

FRENCH QUARTER CITIZENS
June 16

TULANE-CANAL NEIGHBORHOOD ASSOCIATION
April 20

FAUBOURG ST. JOHN NEIGHBORHOOD ASSOCIATION
May 3

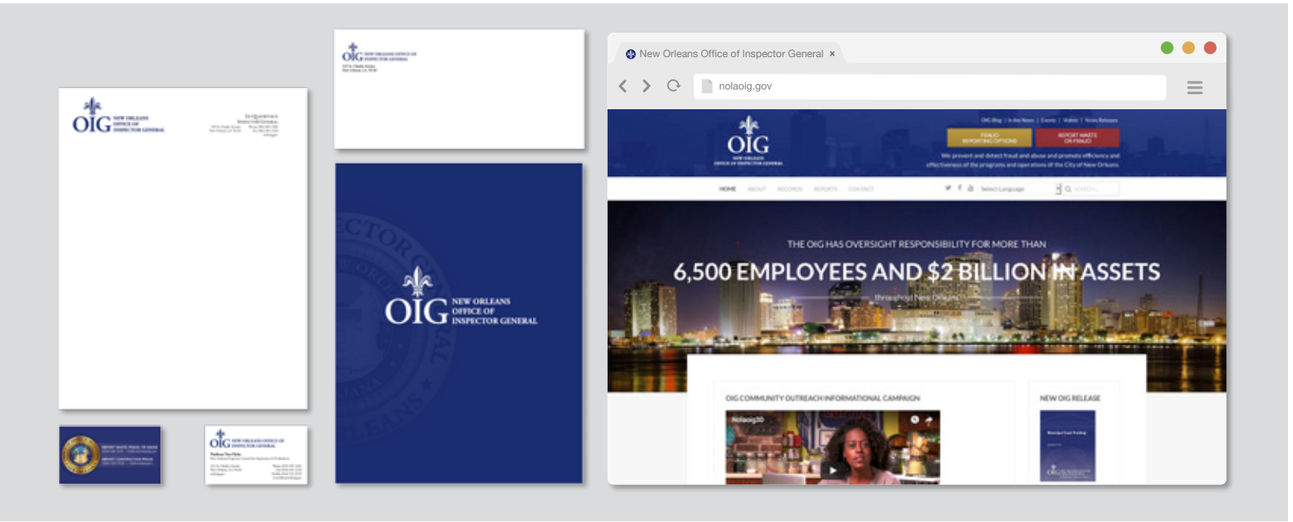
EDGEWOOD PARK NEIGHBORHOOD ASSOCIATION
July 12

NEWCITY NEIGHBORHOOD PARTNERSHIP
November 17

Fresh Face

The OIG projected a fresh face in 2016 with the launch of its new website, nolaoig.gov. It features a robust search and tagging system that allows visitors to find information quickly and easily.

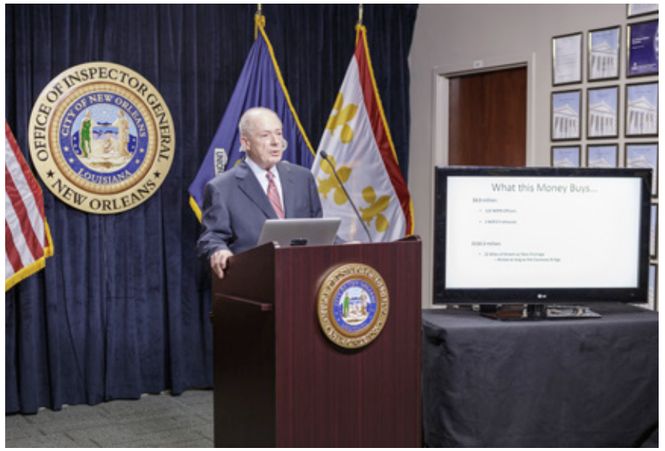
The new design unveiled the Office's rebranding to usher in its tenth anniversary in 2017. The OIG has gradually integrated the new look into all its digital and print products, ranging from OIG public reports and one-page In Brief summaries, to social media and videos, to e-mail signatures, business cards, and letterhead.



Meet the Press

The OIG created a news conference area where major announcements can be presented directly to the media and the public. The Office called three news conferences in 2016 to announce NOPD's improved reporting and documenting of rapes, concerns about firefighter pension costs, and results of an investigation into thefts by Sewerage & Water Board employees.

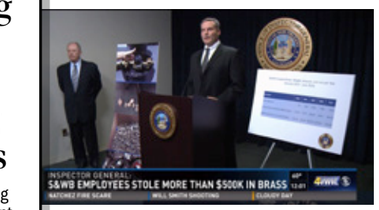
The OIG streamed the news conferences and archived them on the OIG's website and YouTube channel where citizens can see the impact of the Office.



Breaking News

Reports issued by the OIG and the improvements in city government produced by those reports made headlines throughout 2016.

The goal of the OIG's communications strategy is to ensure that citizens have information to hold government accountable. The OIG engaged a Communications Director to work with its Information Management Branch and continued to expand its outreach and communications efforts. A poll commissioned by the OIG in September found 61 percent of New Orleanians surveyed had read or seen something about the OIG's work at least once within the last year.



metro

Wax figures may move to new home page 3B

1B WEDNESDAY JULY 13, 2016

JEFFERSON • NEW ORLEANS • PLAQUEMINES • RIVER PARISHES • ST. BERNARD • ST. TAMMANY THENEWORLEANSADVOCATE.COM

IG slams city for lax vehicle oversight

Report: Lack of information hinders maintenance

BY JESSICA WILLIAMS
jwilliams@theadvocate.com

New Orleans' city government owns more than $60 million in motor vehicles and equipment, but officials cannot reliably gauge just how many vehicles they have, how often city employees use those vehicles and how those vehicles are repaired, according to a report out Wednesday from Inspector General Ed Quatrevaux.

The lack of information creates problems for those officials, who must decide how many cars the city needs to own at one time, whether to pay an outside firm to perform maintenance on those cars and when to replace them, Quatrevaux said.

Quatrevaux's office also noted problems with some vehicles, though it did not explicitly tie the problems to the reporting issues.

"The city should take steps to provide the (Equipment Maintenance Division) with the information, resources and authority it needs to oversee vehicles and equipment," Quatrevaux's office wrote in a release accompanying the report.

It is the Inspector General's Office's third look in eight years at the city's fleet management. And many problems the office has highlighted in the past persist today, including lax record-keeping and maintenance and a lack of car replacement criteria, among other issues, Quatrevaux said.

In response, Mayor Mitch Landrieu's administration agreed with all of Quatrevaux's findings and said city officials plan to solicit private firms by the end of July to create a new fleet information system to help solve the problems.

Chief Administrative Officer Andy Kopplin also noted that despite reduced funding, the city's Equipment Maintenance Division — which oversees fleet operations — has maintained fuel services for all city vehicles and obtained 347 new vehicles and equipment last year totaling $13.5 million.

"We agree with the OIG that these new assets along with all the others in the fleet need to be well-managed, well-maintained and well-accounted for," Kopplin wrote in his response to the report.

The Inspector General's Office ex-

➤ See OVERSIGHT, page 3B

N.O. Police Department

Handling of rape cases making progress

Sex crime reporting rises by 155 percent

BY MATT SLEDGE
and JOHN SIMERMAN
msledge@theadvocate.com
jsimerman@theadvocate.com

In what New Orleans Inspector General Ed Quatrevaux praised as a "spectacular" transformation, the New Orleans Police Department's long-beleaguered Sex Crimes Unit has reversed a history of frightful lapses in its handling of reported rapes, according to a newly released audit report.

"It's just one of the most remarkable turnarounds I've seen," Quatrevaux said at a news conference Wednesday, describing the results of recent reforms aimed at improving the department's reporting and classification of sex crime allegations. "What was bad before is very good now."

The nearly spotless

Quatrevaux

BREES, NEW CREW OF RECEIVERS LEARN TO WORK TOGETHER BEFORE START OF SEASON SPORTS 1C

THE NEW ORLEANS ADVOCATE

SEVEN DAYS • HOME DELIVERED • LOUISIANA OWNED

HIGH 97 LOW 80
FORECAST, MORE ON 10A

FRIDAY AUGUST 26, 2016

4th year, No. 14 THENEWORLEANSADVOCATE.COM 75¢

IG: Retired N.O. firefighters overpaid

Pension board 'ignored' high disability rate

BY RICHARD THOMPSON
rthompson@theadvocate.com

Questionable disability benefits are being handed out at an alarming rate to retiring New Orleans firefighters, who members of the New Orleans Firefighters' Pension and Relief Fund have received "larger amounts in disability retirements than they earned in their last year of employment," Inspector Gen-

"The pension board accepted false actuarial reports, ignored the excessive number of disability retirements and inflated retirement pensions by disregarding the statute's age requirement," he said.

Quatrevaux

Thursday, Quatrevaux said he believed the board's actions may have been criminal. "What we see is manipulation and deceit, and we believe what occurred vio-

legal and political feuds over $75 million in back pay and years of underpayments by the city to the retirement system.

In refusing to make the required payments, Landrieu's administration had pointed to the pension board's poor investment track record, which administration ended a policy that allowed firefighters to retire with a full pension and collect an additional supplemental disability payment of up to $30,000 a year on top of that for 10 years.

Under the agreement reached last year, a firefighter's pension was to be reduced

Preliminary autopsy results show that a 15-year-old died in the Orleans Parish jail Monday

cause of death was asphyxia by hanging, with no evidence of recent assault. The manner of death has been preliminarily

autopsy, Rouse said. Thomas' family declined to send an independent pathologist.

Despite his age, Thomas had

lens East apartment on July 21.

➤ See SUICIDE, page 2B

crime of violence and carrying a firearm during a drug

➤ See GLIMPSE, page 2B

Report: N.O. behind in pedestrian crossing signals

BY JESSICA WILLIAMS
jwilliams@theadvocate.com

Mayor Mitch Landrieu has proposed doubling the number of traffic cameras in New Orleans next year, a move he says should reduce dangerous driving in school zones and on busy streets.

But a report Wednesday from Inspector General Ed Quatrevaux suggests there may be greater threats to pedestrian safety than drivers running red lights.

The inspector general found that more than four-fifths of intersections with traffic lights in the city lack accompanying pedestrian signals, a tool the federal government says increases safety.

More people died in New Orleans after being hit by cars than in any other city in Louisiana from 2013 to 2015. In four of the past five years, the city had more than twice the rate of pedestrian injuries as Jefferson and East Baton Rouge parishes, the report said. Both of those parishes have larger populations than New Orleans.

Few pedestrian signals exist in New Orleans partly because the city's Department of Public Works used "gut calls" and anecdotal evidence to decide where to put them, a move Quatrevaux said ignored best practices.

"The result was arbitrary departmental practices that discouraged the installation of pedestrian crossing signals and made New Orleans a more dangerous place for pedestrians," the report said.

➤ See PEDESTRIAN, page 2B

PEDESTRIAN CROSSING SIGNAL SHORTAGE
New Orleans ranks poorly when compared to like-sized cities

Percentage of intersections with traffic lights that have pedestrian signals:

Tampa	99%
Miami	84%
Atlanta	80%*
Memphis	80%
Oklahoma City	72%
Louisville	50%*
Raleigh	50%
Baton Rouge	33%
New Orleans	13.4%

*Approximately

Advocate graphic by DAN SWENSON

"For 40 years I worked in New Orleans reporting on waste, fraud, corruption, and incompetence in government at the state and local level. The incredible number and quality of incisive, thorough reports his office has produced since his initial appointment is nothing short of amazing. I never thought I would see the day an Office of Inspector General would be created in New Orleans, much less a man of Mr. Quatrevaux's uncompromising and outstanding abilities named to head it."

— Richard Angelico
Retired Investigative Reporter

Theft Exposed

The OIG used computer analytics to identify employees of the Sewerage and Water Board (S&WB) involved in theft of S&WB brass fittings. Investigators determined that between January 2013 and June 2016, workers stole more than 34,000 pounds of S&WB brass valued at approximately $526,000. The stolen brass, sold to local scrap metal yards, could have been used in the installation of 6,300 water meters.

The OIG conducted criminal and administrative investigations with the full cooperation of the S&WB. The District Attorney's Office issued arrest warrants for 10 individuals on charges of theft and malfeasance.

The S&WB upgraded security and logistics policies as a result of the ongoing OIG investigation.

Pension Problems

A public letter released by the OIG in August questioned Firefighters' Pension and Relief Fund costs. The OIG revealed a disproportionate number of disability retirements in the New Orleans system, as high as 94 percent from 2011 through 2015, while the state disability retirement rate was about 10 percent. The OIG noted that the City would save approximately $8.8 million per year if the New Orleans pension system mirrored the state firefighters' system in applications of law.

Investigative Results

	2016	2012 – 2016
Criminal Actions	13	92
Administrative Actions	24	55
Terminations	12	19
Suspensions/Reprimands	12	36
PELP (Potential Economic Loss Prevented)	$14,795,925	$47,232,135

Eye on the Airport

The OIG's Construction Fraud Division (CFD) turned its focus to construction oversight as building began at the new North Terminal of the Louis Armstrong New Orleans International Airport.

The CFD oversees every facet of construction of the world-class complex. CFD oversight ranges from reviewing invoices, pay applications, and change orders to attending meetings involving airport staff, airlines, design teams, and construction and project management. The CFD regularly visits the construction site and maintains a link to the project's surveillance system.

The OIG's highly visible presence at the airport has made the CFD a well-known resource in the deterrence of fraud, waste, and abuse in the nearly $1 billion venture. The CFD reviewed approximately 475 North Terminal project invoices totaling about $240 million and addressed 27 fraud complaints between June 2013 and the end of 2016.

REPORT CONSTRUCTION FRAUD
Phone: 504-303-7630 • Email: cfd@nolaoig.gov
In Person: Visit CFD Airport Office

READ CFD QUARTERLY REPORTS
nolaoig.gov

Assistant IG Peter Smith leads the OIG's mission to safeguard the massive airport construction project from fraud.

Coming Attractions

The OIG uses the following criteria when identifying programs and operations to examine: public safety and public health, potential revenue increases or potential cost reductions, concerns expressed by City officials, and sources of widespread public concern.

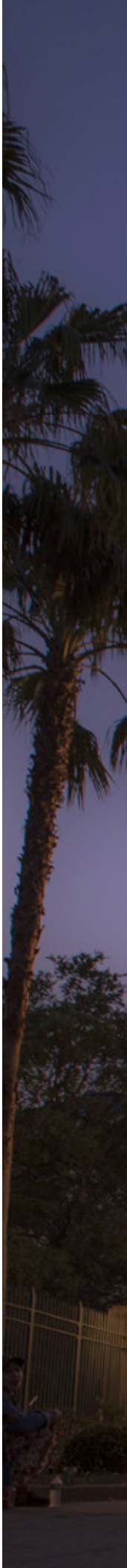
In 2017 the Office will focus on two large agencies: Audubon and the Sewerage and Water Board, while the series on justice system funding continues. Ongoing or upcoming work includes:

- Educational efforts with the business community and city employees to prevent fraud and abuse.
- Oversight of procurement practices and policies.
- Examination of NOPD crime statistics to ensure accurate and reliable NOPD crime data.
- Examinations of justice system funding with evaluations of the District Attorney's Office and the Youth Study Center.
- Audits of the Sewerage and Water Board's financial controls and an inspection of the agency's water quality testing process.
- An inspection of the City's property management list.
- Audits of Audubon finances.

"What head of a government agency wants to be on the IG's strategic plan? Well, I do. I'm glad he's coming in to take an objective, independent, and comparative look at our funding. I believe it can only assist the evolution of my office."

Jeffrey C. Rouse, M.D.
New Orleans Coroner

STABILITY
CONTINUITY
PRODUCTIVITY
EXCELLENCE
PERSISTENCE
WORTH
PROFICIENCY
PERMANENCE
MERIT
EFFECTIVENESS
INSTITUTIONAL MEMORY
VALUE
EXPERTISE
COMPETENCE

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

525 St. Charles Ave | New Orleans, LA 70130
504-681-3200 | nolaoig.gov