

MONTHLY REPORT

MARCH 2022



OIG

**NEW ORLEANS
OFFICE OF INSPECTOR GENERAL**

**EDWARD MICHEL, CIG
INSPECTOR GENERAL**

ADMINISTRATION DIVISION



1,840

Number of registered Twitter followers

ADMINISTRATION

The Office Manager is responsible for the following ongoing tasks:

- Human Resources
 - Coordinating the hiring process
- Finance
 - Managing and refining the OIG budget
- Procurement Process
 - Communicating with OIG vendors
 - Processing requisitions to create purchase orders
 - Overseeing the timely payment of OIG expenditures
- Operations
 - Coordinating with the OIG's landlord and various City departments on administrative matters

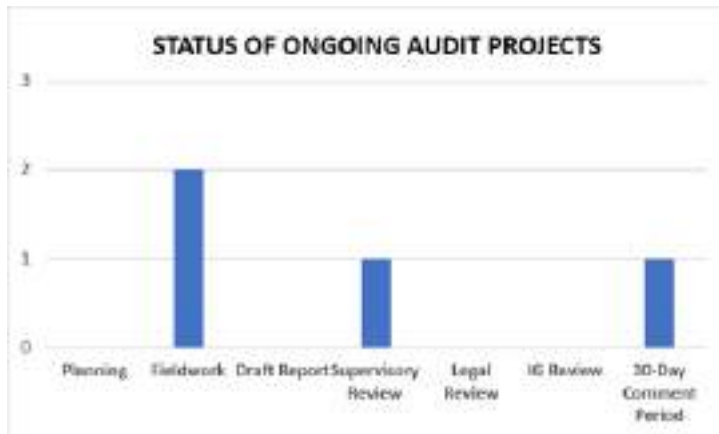
INFORMATION SECURITY

The OIG Information Security Specialist is responsible for the following tasks to maintain the OIG's information technology (IT) integrity

- Technical Support
- Hardware and Software Updates
- Communication and Coordination
- Consultation for IT Purchases

AUDIT & REVIEW DIVISION

The Audit and Review Division conducts financial audits, attestations, compliance, and performance audits of City programs and operations. Auditors test for appropriate internal controls and compliance with laws, regulations and other requirements.



The Audit and Review Division has the following projects in process:

- BRASS Procurement System
- Orleans Parish Communications District (OPCD) Expenditures
- Department of Public Works (DPW)/SW&B Coordination
- Safety and Permits City Employee Inspections

Project Phase Descriptions:

Planning - includes background research, data gathering, initial interviews, and/or internal controls assessment.

Fieldwork - includes data and statistical analyses, interviews, testing of procedures, onsite observations, and/or physical inspections.

Draft Report - includes data and statistical reviews, documenting fieldwork results, initial report writing, revisions and internal Quality Assurance Review (QAR) prior to supervisory review.

Supervisory Review - includes the review by both Deputy Inspector General and First Assistant Inspector General to ensure sufficiency and appropriateness of evidence, adequate fieldwork procedures, and proper conclusions, content, presentation and readability.

Legal Review - Report review by in-house General Counsel and/or outside Legal Counsel to ensure appropriate and proper legal citations and/or interpretations.

IG Review - Report review by the Inspector General based on corrections and recommended changes resulting from the Legal Review.

30-Day Comment Period - 30-day deadline for the department to review the draft report and submit management responses for inclusion in the final report.

MEASURING PROGRESS

AUDIT AND REVIEW DIVISION

The following information provides a summary of the Audit Division's project phase and a summary of the audit objectives.

Project Name	Project Phase ¹	Anticipated ² Completion Date
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BRASS Procurement System	30-Day Comment Period	04/07/2022
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Summary of Objectives: To determine if management's BRASS Procurement System's internal controls are designed properly and implemented and operating effectively.

DPW/S&WB Coordination	Supervisory Review	04/30/2022
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Summary of Objectives: To determine if the City of New Orleans and S&WB have sufficient policies and procedures relevant to coordinating the \$2 billion Capital Improvement Program and that the internal controls are operating effectively.

Orleans Parish Communications District	Fieldwork	Ongoing
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Summary of Objectives: To determine if management's internal controls are designed properly and implemented and operating effectively to ensure expenses and disbursements were business-related and allowed by law.

Safety & Permits City Employee Inspections	Fieldwork	Ongoing
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Summary of Objectives: To determine if City employees performed on-site inspections at various locations.

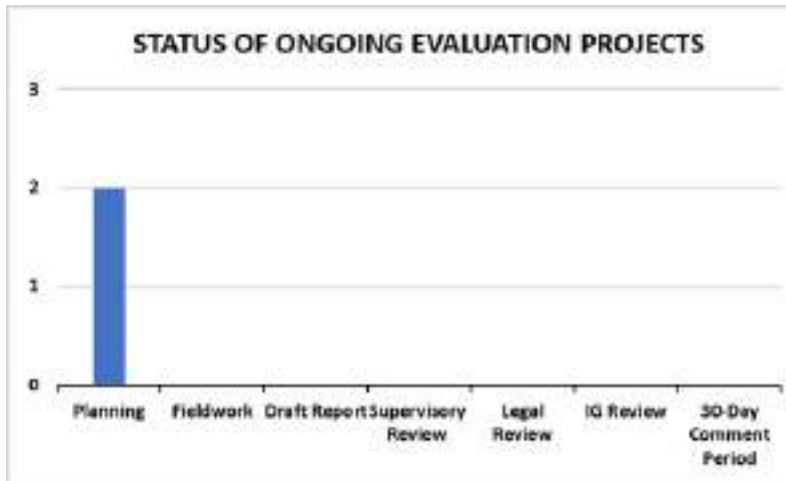
Footnotes:

1 - Project phase determination is based on the objective(s), scope, and methodology for each project. It is not determined by a standard set of hours and/or phase deadline.

2 - The completion date may be re-evaluated if necessary.

INSPECTIONS & EVALUATIONS DIVISION

The Inspections and Evaluations Division works to increase the efficiency, effectiveness, transparency, and accountability of City programs, agencies, and operations. Evaluators conduct independent, objective, empirically based and methodically sound inspections, evaluations, and performance reviews.



In March 2022, the Inspections & Evaluation Division issued the following reports:

- Firefighters' Pension Fund Governance
- NOLA 311 Potholes

The Inspections & Evaluations Division has the following projects in process:

- City of New Orleans (CNO) Property Transfers to the New Orleans Redevelopment Authority (NORA)
- New Orleans Police Department (NOPD) Violent Crime Response Analysis

Project Phase Descriptions:

Planning - includes background research, data gathering, initial interviews, and/or internal controls assessment.

Fieldwork - includes data and statistical analyses, interviews, testing of procedures, onsite observations, and/or physical inspections.

Draft Report - includes data and statistical reviews, documenting fieldwork results, initial report writing, revisions and internal Quality Assurance Review (QAR) prior to supervisory review.

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30-Day Comment Period - 30-day deadline for the department to review the draft report and submit management responses for inclusion in the final report.

MEASURING PROGRESS

INSPECTIONS AND EVALUATIONS DIVISION

The following information provides a summary of the Inspections and Evaluations Division's project phase and a summary of the each project's objectives.

Project Name	Project Phase ¹	Anticipated ² Completion Date
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CNO Property Transfers
to the NORA

Planning

Ongoing

Summary of Objectives: To determine whether the City is compliant with applicable laws and standards in the transfer of properties to New Orleans Redevelopment Authority.

NOPD Violent Crime
Response Analysis

Planning

Ongoing

Summary of Objectives: To assess the NOPD's response to violent crimes in the City in relation to best practices and industry standards.

Footnotes:

1 - Project phase determination is based on the objective(s), scope, and methodology for each project. It is not determined by a standard set of hours and/or phase deadline.

2 - The completion date may be re-evaluated if necessary.

INVESTIGATIONS DIVISION

ADMINISTRATIVE INVESTIGATIONS (MARCH HIGHLIGHTS)

Issued a supplemental Report of Investigation (ROI) to Sewerage & Water Board concerning employee misconduct.

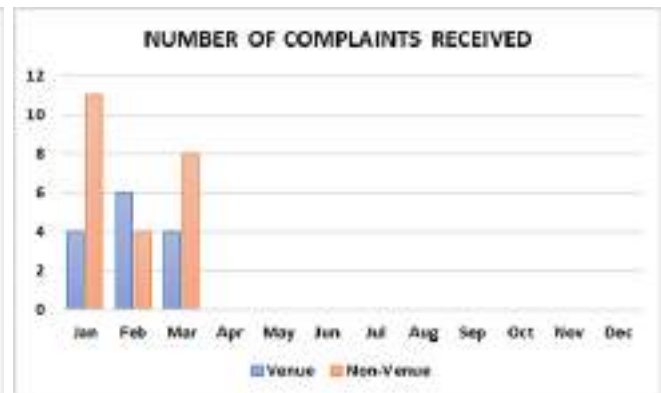
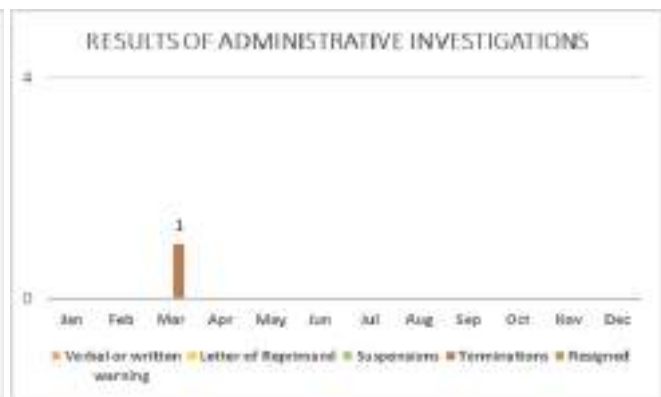
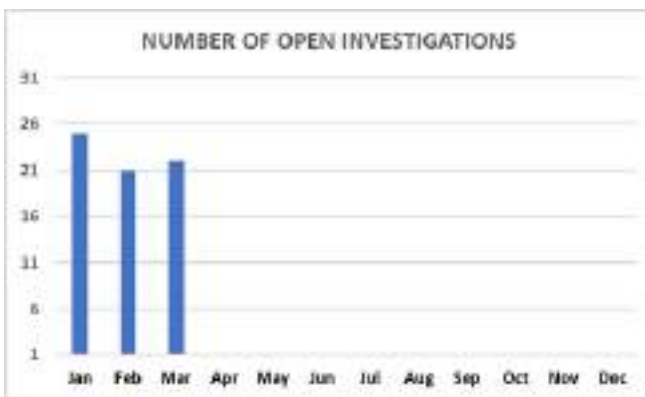
Issued a letter to the Assessor's Office concerning eight (8) residential properties which continue to receive a homestead exemption and senior freeze reduction despite the listed homeowner reportedly being deceased. Assessor's Office acknowledged receipt of the letter.

Issued a Request for Documents to the Department of Public Works (DPW) Parking Division.

MEASURING PROGRESS

INVESTIGATIONS DIVISION

The Investigations Division conducts criminal and administrative investigations involving City of New Orleans employees, contractors, and vendors that receive City funds. Investigators also work with local, state, and federal partners to conduct joint investigations. The Investigations Division is also available to provide fraud awareness training to City employees and to engage in other outreach programs with businesses and citizens.



Venue: Matters that the OIG has the jurisdiction to investigate

Non-Venue: Matters outside of the OIG's jurisdiction

2022 BUDGET

2022 OIG Fund Balance & Expenditures

Funding:	\$3,581,754	
Expenditures:	Encumbered Amount	Actual Amount
Personnel	\$2,774,788	\$401,072
Operating	\$277,089	\$8,794.66
Total Expenditures	\$3,051,877	\$409,866
Fund Balance	\$529,877	

As of 04/05/2022

OIG IN THE NEWS

JEFFERSON • NEW ORLEANS • ST. TAMMANY • RIVER PARISHES
ST. BERNARD • TANGIPAHOA • PLAQUEMINES

METRO

NOLA.COM | THURSDAY, MARCH 10, 2022 | 1B

LONG ROAD TO REPAIR



STAFF PHOTOS BY SOPHIA GERMER

A hole fills with water Wednesday at Joliet and Cohn streets in the Leonidas neighborhood of New Orleans. Nearty residents said the intersection has remained in disrepair for over a year.

IN N.O., IT TAKES NEARLY 7 MONTHS ON AVERAGE TO GET POTHOLE FIXES

BY MATT SLEDGE
Staff writer

Filling potholes that shake, rattle and roll drivers has often been viewed as one of the most basic functions of city government.

But in New Orleans, it takes an average of 204 days before the Department of Public Works paves potholes reported through 311, according to a report released Thursday by Inspector General Ed Michel. Only a quarter of complaints are resolved within a month. Another quarter of complaints take more than a year to be dealt with.

Those findings will surprise no one who has driven the pock-marked streets of New Orleans, where one TV station once featured a "pothole of the day." But they put a hard number on the laggard's pace of short-term



A driver sizes up a pothole on Felicite Street before driving around it Wednesday.

fixes. The road troubles in the city have been compounded by delays in the city's much more am-

bitious, \$2 billion project to tear up and repave scores of streets.

► See **POTHOLE**, page 2B

OIG IN THE NEWS

Firefighter pension fund cleans up, report finds

A few promised reforms are still outstanding, IG says

BY MATT SLEDGE
Staff writer

After years of losing money on risky ventures, the New Orleans firefighters pension fund is making sounder investments, according to a new report from Inspector General Ed Michel's office.

Yet while it's climbing out of its financial hole, the pension fund still hasn't met all of its promises in a 2015 legal settlement with the city over funding, such as creating an advisory board and providing semiannual reports to the City Council, the IG said.

"Effective governance and well-designed and documented policies are vital in the (pension fund's) efforts to improve financial stability in the future," Michel said in a statement. "This will help to ensure the payment of benefits to retired firefighters while minimizing the financial burden on the City."

The Friday report is the latest in a series to scrutinize a historically troubled institution that has \$66 million in assets, but that had spent

➤ See **PENSION**, page 3B

Pothole repairs take over 200 days to complete in New Orleans on average, officials report

INSPECTOR GENERAL REPORT ON POTHOLE

"DPW TOOK 204 DAYS TO RESOLVE SERVICE REQUESTS TO REPAIR POTHOLE, WHILE OTHER SERVICE REQUESTS WERE LEFT PENDING INDEFINITELY. THE AVERAGE TIME FOR PENDING REQUESTS AT THE TIME OF THE OIG'S INSPECTION WAS 348 DAYS."

— EDWARD MICHEL, INSPECTOR GENERAL

By Chris Hill
Published: Nov. 10, 2022 at 4:07 PM CST | Updated: 17 Nov 2022

What did we find? (Nov 10) - The city of New Orleans took an average of more than two months to resolve most pothole complaints while other service requests took less, pending indefinitely, according to a new report from the Office of Inspector General.

Menu/Talk Channel

WWOZ
AM 670 • FM 100.3
New Orleans, Louisiana

#10 Tam (W) Potholes 03-10-22
00:00 / 00:27

The report: Inspection of NOLA-311 Pothole Repairs from the Inspector General's Office examined top to bottom how potholes are handled by the City from initial complaint through actual repair of the pothole and the roadway.

Report: Average time to fix potholes in New Orleans is more than 200 days

On average, the Department of Public Works took 204 days to resolve service requests to repair potholes, while other service requests were left pending indefinitely.

OIG ON SOCIAL MEDIA



New Orleans OIG @NOLAOIG · Mar 10



Great collaboration by the New Orleans OIG, Federal Bureau of Investigation, the Internal Revenue Service-Criminal Investigations and the the Louisiana State Licensing Board for Contractors.



justice.gov

City of Kenner Former Director of Inspection and Code Enforcement

U.S. Attorneys » Eastern District of Louisiana » News

Department of Justice

U.S. Attorney's Office

Eastern District of Louisiana



FOR IMMEDIATE RELEASE

Tuesday, March 8, 2022

City of Kenner Former Director of Inspection and Code Enforcement Pleads Guilty to Using an Interstate Facility with Intent to Carry on Unlawful Activity and Tax Fraud

NEW ORLEANS, LA – The U.S. Attorney's Office announced today that **JAMES MOHAMAD**, 52, of Kenner, pleaded guilty to conspiracy to use an interstate facility with intent to carry on unlawful activity (Title 18, United States Code, Sections 371 and 1952(a)(3)) and filing false tax returns (Title 26, United States Code, Section 7206(1)).



New Orleans OIG @NOLAOIG · Mar 10



The New Orleans OIG releases the Inspection Report 'NOLA-311 Potholes Repairs':



nolaoig.gov

Inspection of NOLA-311 Pothole Repairs

The Office of Inspector General (OIG) of the City of New Orleans (City) conducted an inspection of the...



New Orleans OIG @NOLAOIG · Mar 18



New Orleans OIG releases Firefighters' Pension Governance & Investment Policies Report:



nolaoig.gov

Firefighters' Pension Governance & Investment Pol...

The New Orleans Firefighters' Pension and Relief Fund (NOFFPF) provides retirement, disability, an...

OIG ON SOCIAL MEDIA

New Orleans OIG Retweeted
MetroCrimeNOLA @MetroCrimeNOLA · Mar 18
#MCC president Rafe Goyeneche attended @GNOino's Annual Luncheon yesterday, great to see Duane Evans from @EDLAnews and Ed Michel of @NOLA0IG!



New Orleans OIG @NOLA0IG · Mar 30
Great collaboration by the New Orleans OIG and the Jefferson Parish OIG today as we presented 'Risk Assessments' at the IIA/ACFE meeting.



OIG ON SOCIAL MEDIA



New Orleans **OIG** @NOLA0IG · Mar 31

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The New Orleans Office of Inspector General releases the 2021 Annual Report 'A New Path Forward'.



New Orleans **OIG** @NOLA0IG · Mar 31

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