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**OIG FINDS NEW ORLEANS AVIATION BOARD FAILED TO CONSISTENTLY FOLLOW POLICIES FOR SERVICE AND MAINTENANCE CONTRACTS**

The **New Orleans Office of Inspector General (OIG)** today released the results of a performance audit examining whether the New Orleans Aviation Board (NOAB) had adequate policies and procedures for handling service and maintenance contracts, and whether NOAB effectively implemented those policies and procedures.

The OIG audit found that while NOAB did have adequate policies and procedures for service and maintenance contracts, NOAB did not consistently implement those practices when procuring and executing contracts. OIG auditors found that some contracts lacked required documentation in the City's procurement-management platform, Budget, Requisition & Accounting Services System (BRASS). For example, OIG auditors found contracts that lacked signatures from individuals authorized to sign the contracts or lacked timesheets used to verify that the work was performed. Missing documentation in BRASS, such as performance bonds, payment bonds, or scope-of-work statements, impaired City oversight over contract execution. Without these records, the City's ability to conduct thorough reviews and approvals was limited, reducing assurance that vendors complied with contractual obligations, timelines, and regulatory requirements.

The scope of the audit encompassed all NOAB service and maintenance contracts that remained active as of April 30, 2024, and all invoices paid during the period May 1, 2023, through April 30, 2024. In reviewing the contracts, OIG auditors reviewed all associated invoices.

The OIG's audit found the following:

- Of the contracts reviewed, 42.9%, totaling \$51,666,397, lacked one or more required documents in BRASS.
- Of the invoices reviewed, 42.5% were missing at least one required document or other pertinent information, including one contract that did not contain the required subcontractor timesheets for \$706,322 of invoiced work.
- Of the invoices tested, 7% contained invoiced amounts that did not match, or could not be verified against, the supporting documentation, totaling \$3,050.
- Three of the 19 contracts requiring Proof of Signatory Authority, totaling \$10,394,972, lacked the authorized individual's signature.

The audit also resulted in the following positive finding:

- NOAB demonstrated compliance with the City’s procurement requirements for the sole source and State contracts reviewed.

Based on these findings, the OIG made the following recommendations:

- NOAB should strengthen and enforce its existing review and verification process to ensure all required documentation is consistently included in contract files before execution.
- NOAB should enhance its invoice review and approval procedures and provide targeted training for both employees and vendors to ensure full compliance with all contract requirements.
- NOAB should strengthen and enforce its formal invoice reconciliation process to confirm that billed amounts accurately reflect hours worked and contractually agreed-upon rates. Vendor training should also be strengthened to minimize discrepancies between invoices and supporting documentation.
- NOAB contract reviewers should ensure that the contract signatory is the same individual identified in the Proof of Signatory Authority before approving contracts for execution.

In its official response, NOAB agreed with the finding that three of the reviewed contracts were executed without the signature of the individual authorized to execute the contract. NOAB agreed to implement our recommendations to improve operations.

**Inspector General Ed Michel stated:**

*“The Louis Armstrong New Orleans International Airport is a critical resource and conduit for the New Orleans area. Service and maintenance contracts are vital to ensuring this facility operates safely, efficiently, and reliably. Their success depends on strict adherence to established procedures and the inclusion of all required documentation throughout the procurement and execution process. The OIG commends NOAB for outlining plans to improve the handling of these contracts, as NOAB must ensure strict and consistent application of its existing controls to promote accountability and protect public resources.”*

To view the report, visit [nola.oig.gov](http://nola.oig.gov).

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