

# OPSE 2019 ANNUAL REPORT

New Orleans Office of Police  
Secondary Employment



GROWING  
STRONGER

July 2020

# INTRODUCTION

2019

The Office of Police Secondary Employment (OPSE) is a staple in the New Orleans Business community. Our commitment to building upon business partnerships already established, securing new business, fostering true partnerships, building upon the business acumen already realized and maintaining a simple, user-friendly scheduling system for both customers and officers will enhance our footprint within the City of New Orleans.

While the innovation involved has been studied and imitated across the country, it is the office's stalwart nature that ensures that officers are paid fairly and regularly. Customers expect to receive excellent security and quality service for their investment and OPSE and the NOPD fulfill those expectations.

Leadership is working with goals and vision. Management is working with objectives.

-General Russel Honore

But what stands out about 2019 is the office's commitment to improving processes for increased efficiency. Each year, we look for ways to improve our office through auditing, customer input and through officer participation. This past year we implemented changes as a result of officer and customer surveys.

The office remains 100% compliant with the Federal Consent Decree. This adherence to the consent decree is the result of thousands of hours of hard work and fine-tuning processes in order to create the best possible service for customers and officers while maintaining the rigorous standards set forth by the Justice Department.

# STILL RISING

The Office of Police Secondary Employment has shown a gradual rise in paid details, new customers, officer participation and public satisfaction since its inception in 2012.

This rise, however, is not accidental. OPSE studies best practices from around the country and strictly scrutinizes our customer feedback to work with the Operations Department to make sure we are giving customers the best possible experience. Leadership then works with the legal team to make sure all changes are fully compliant with the extensive consent decree.

7 years in...

and the OPSE is getting stronger and stronger. When the office was created, it created a deficit in the city's funds as the director hired staff and the administrative costs associated, purchased equipment and materials required. But as predicted, OPSE began to slowly assume more police details. This increased revenue for police officers which in turn increased revenue for the office through the administrative fee. Reflecting its original business plan, OPSE has been paying down the initial start-up costs for the office.

OPSE continues to maximize the city's investment by cost-cutting measures such as our computer scheduling system that allows coordinators to schedule thousands of detail hours and hundreds of officers each week. We maintain a lean but highly efficient staff that operates to skillfully enhance the quality of our service to the community.



In 2019, OPSE developed, published, and implemented the OPSE Coordinator Handbook in conjunction with the City of New Orleans to assure the best quality and experience for our customers and officers. OPSE also addressed and implemented internal culture change practices and policies, new rules of conduct and enhanced customer service and workplace efficiency.



-BRIAN BOYLE, DIRECTOR, OPSE

## LASTING RELATIONSHIPS

NOPD pay averages \$30.95 per hour and officers are eligible to receive bonuses regularly. This translates to an increase in the quality of life for officers and their families.

Some officers use detail money to send a spouse or children to college, or maybe it is money for the grandkids. Whatever the reason, the OPSE continually works to expand the type and frequency of opportunities for New Orleans Police. The Operations Management Team takes an “Alpha through Omega” approach with staff members to maintain and grow better relationships with our police force.

Coordinators are available 24 hours a day/7days a week on a rotating basis to address any issue or concern on a detail. This service helps us to sustain the excellent relationships our coordinators maintain with officers and customers.



*“OPSE offers a seamless and personalized experience for our customers to meet their security needs.”*

-Latessa Moore, Coordinator Analyst

## CUSTOMER FOCUS

This year the OPSE filled 72,522 jobs for both one-time and permanent customers. The ability to build a customer base is only attributed to high-end customer service and stellar performance by NOPD officers. After each survey period, dozens of customers praise the professionalism and high-quality training of NOPD officers.

The Operations Team’s mission-oriented approach continually focuses on the essential connection between coordinator and customer. Being responsive to a client’s needs is paramount to maintaining exceptional customer satisfaction levels. Customers know they can speak to a coordinator 24 hours a day. This access and reliability allows consumers to gain confidence in the office. The NOPD officers working the details also deliver the effort and professionalism our customers expect resulting in a win-win for all parties concerned. Customers routinely point out the great work of OPSE Coordinators, along with NOPD officers, as it relates to personable service, availability and responsiveness.

“

EVERYTHING WENT SUPER SMOOTH. THE COMMUNICATION WAS EFFICIENT AND I NEVER HAD ANY DOUBTS THAT OPSE WOULD NOT SHOW UP ON MY DAUGHTER'S WEDDING DAY. THEY KEPT ME POSTED THROUGHOUT THE ENTIRE PROCESS. I WAS SUPER HAPPY WITH EVERYTHING! THANK YOU!

”

-Sr. Isabel Ordone

# Officers Speak

NOPD & Reserve Officers & Civilians

*"... (Coordinators) HAVE BEEN OUTSTANDING IN THE COMMUNICATION WITH ANY DETAIL I HAVE WORKED. I AM ABLE TO REACH THEM ANYTIME WITH PROMPT RESPONSE."*



THE COORDINATORS ARE VERY HELPFUL & OBTAIN A GOOD BIT OF DETAILS FOR OFFICERS TO BE ASSIGNED."



"THEY HAVE ALLOWED ME TO PROVIDE A COMFORTABLE LIVING FOR MY FAMILY WHICH MY REGULAR WAGE NEVER WOULD."



"CONTINUE DOING WHAT YOU ARE DOING."



"I THINK THEY ARE RUNNING THE SYSTEM IN A SMOOTH AND EFFICIENT MANNER FOR EVERYONE INVOLVED."

# 2019

## Customer Service

At OPSE, customer service begins before we meet the customer. That's why OPSE Coordinators offer unmatched customer service. Our workplace ethic and demand for efficiency keeps us innovating to streamline processes that benefit both customers and officers. OPSE offers a seamless and personalized experience for our customers to meet their security need and officers have a centralized and equitable system that allows them to sign-up for jobs they qualify for within the city. The dedication to customers and officers is apparent in our growth, customer retention, and repeat service.

# 2019 YEAR IN NUMBERS

OFFICERS WORKED  
**332,540**  
HOURS WITH US

OPSE COORDINATED

**12,265**

Parades, Second Lines,  
and Escorts

NOPD OFFICERS  
FILLED

**72,522**

JOBS IN THE CITY

OPSE PAID  
OFFICERS

**\$10,625,500**

FOR DETAILS  
WORKED

**OPSE coordinates  
details utilizing  
over 80%  
of NOPD's workforce**

# DATA REQUIRED BY CONSENT DECREE

## Hours Worked under OPSE Management January - December 2019 By Bureau/District/Division and Rank

NOPD Bureau/District/Division	Commander	Major	Captain	Lieutenant	Sergeant	Senior Police Officer	Police Officer	Civilian	Total Hours
1st District	349			3,405	1,716	4,805	6,864		17,139
2nd District	123			3,298	4,475	9,406	7,619		24,920
3rd District	92		138	486	4,689	7,913	6,842		20,160
4th District	414			1,240	4,217	9,531	6,068		21,470
5th District	201			1,927	7,695	14,396	4,177		28,395
6th District	629			1,283	3,601	8,064	6,192		19,768
7th District				1,113	3,284	4,010	4,075		12,482
8th District	149		889	2,959	4,057	22,469	5,914		36,437
Special Operations Division	1,142			803	2,438	10,768	2,298		17,450
Reserves			795	5,284	4,216	14,615	2,020	13	26,942
Field Operations Bureau, Other	146	43	1,195	1,470	4,537	13,668	16	1,434	22,508
Compliance Bureau	34			35	637	1,589	8	21	2,323
Public Integrity Bureau	875			1,747	4,768	1,270		80	8,740
Investigation & Support Bureau	2,128		665	4,472	11,273	37,088	950	370	56,946
Management Services Bureau	1,059			589	2,483	9,565	12	398	14,106
Office of the Superintendent				98	1,241	1,416			2,755
<b>Total Hours</b>	<b>7,340</b>	<b>43</b>	<b>3,682</b>	<b>30,207</b>	<b>65,327</b>	<b>170,573</b>	<b>53,054</b>	<b>2,315</b>	<b>332,540</b>

## Number of Officers Worked Under OPSE Management January - December 2019 By Bureau/District/Division and Rank

NOPD Bureau/District/Division	Commander	Major	Captain	Lieutenant	Sergeant	Senior Police Officer	Police Officer	Civilian	# of Officers
1st District	1			4	11	23	22		61
2nd District	3			6	17	32	30		88
3rd District	1		1	2	13	20	16		53
4th District	1			4	15	34	23		77
5th District	1			7	13	30	28		79
6th District	1			5	11	20	28		65
7th District				4	16	18	32		70
8th District	2		1	5	17	54	26		105
Special Operations Division	1			1	11	40	9		62
Reserves			3	7	7	32	9	1	59
Field Operations Bureau, Other	2	1	2	5	21	43	2	20	96
Compliance Bureau	1			2	3	2	2	1	11
Public Integrity Bureau	2			3	11	4		1	21
Investigation & Support Bureau	5		1	6	26	76	5	3	122
Management Services Bureau	1			1	7	13	1	5	28
Office of the Superintendent				1	3	3			7
<b>Grand Total</b>	<b>22</b>	<b>1</b>	<b>8</b>	<b>63</b>	<b>202</b>	<b>444</b>	<b>233</b>	<b>31</b>	<b>1,004</b>



# DATA REQUIRED BY CONSENT DECREE

## 2019 Salaries of OPSE Employees

Role	Class Title	Salary
Director	Police Secondary Employment Director	\$119,031
Deputy Director	Police Secondary Employment Administrator Assistant	\$94,006
Finance Specialist	Management Development Specialist II	\$60,108
Finance Specialist	Management Development Analyst I	\$37,452
Operations Supervisor	PSE Management Supervisor	\$74,242
Coordinator (Major Special Events)	Police Secondary Employment Coordinator Analyst II	\$51,145
Coordinator	Police Secondary Employment Coordinator Analyst II	\$50,514
Coordinator	Police Secondary Employment Coordinator Analyst II	\$47,472
Coordinator	Police Secondary Employment Coordinator Analyst II	\$47,472
Coordinator	Police Secondary Employment Coordinator Analyst II	\$40,897

## 2019 OPSE Operating Income

	2019Q1	2019Q2	2019Q3	2019Q4	Total
Gross Profit	\$321,127	\$424,807	\$296,719	\$450,643	\$1,493,296
Office Operating Expenses	(\$203,500)	(\$256,000)	(\$228,000)	(\$266,000)	(\$953,500)
Customer Rebates	(\$22,668)	(\$42,715)	(\$23,714)	(\$33,912)	(\$123,009)
Officer Bonuses	(\$41,481)	(\$67,265)	(\$38,879)	(\$64,564)	(\$212,189)
Operating Income (Loss)	\$53,477	\$58,827	\$6,125	\$86,168	\$204,598

## 2019 OPSE Gross and Net Revenues

	Total
Billed to Customer (Gross Revenues)	\$11,993,606
NOPD Employee Detail Pay (Cost of Services)	(\$10,712,499)
<b>Administrative Fee Income (Net Revenues)</b>	<b>\$1,281,107</b>

## 2019 OPSE Administrative Operating Costs

Personal Services (Payroll + Fringe)	\$888,500
Other Operating (Office Expenses)	\$65,000
<b>Total</b>	<b>\$953,500</b>

# BUILDING A STRONG 2020

OPSE looks to upgrade its scheduling system to a program that can interact with multiple platforms. This will further fine tune our process, save on valuable man-hours presently spent between the accounting office and the Operations Section, which in-turn can be better utilized in operations/coordination.

The office also looks to increase officer participation as new recruits join the NOPD and hopefully the ranks of the OPSE. This office actually aids NOPD in retention of their officers by providing a steady source of extra income. The leadership of OPSE is keenly aware of how important this supplemental income is to the lives of officers.

The OPSE continues to fine tune its present staffing roles and responsibilities, internal policies and procedures and along with procuring the required equipment needed to remain operationally sound in the present and future. OPSE will also continue to utilize the taxpayers' investment to optimize the greatest return on investment possible through hard work, dedication and tenacity as we move forward as a team with the NOPD and customers.

Additional OPSE plans for 2020 include improving upon and growing the business relationship with the NOPD through transparency. OPSE also will utilize open dialogue on operational improvements that can be made without negatively impacting compliance. OPSE also plans to continue to stand up working groups with NOPD to facilitate the improvement of processes to include operations, communications, education and satisfaction levels with an emphasis on operational excellence. OPSE will continue to execute our stewardship of taxpayer's dollars all in the name of the City of New Orleans to include its residents, businesses and visitors.

As OPSE is 100% compliant with the consent decree, we remain poised to tackle any obstacle heading our way to remain fully focused on the road ahead sustaining compliancy. The goal is to be better than 2019. We want more officers, more details, improved officer and customer satisfaction levels, structure and accountability, more transparency, improved operations ...TEAM!

**We are ... One Team - One Mission.**