

OPSE

2022

ANNUAL REPORT

City of New Orleans
Office of Police Secondary Employment



GROWING
STRONGER

July 2023

INTRODUCTION

What stands out about 2022 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 embarked upon the creation of a "Corrective Action Plan" which includes upgrades to our new scheduling system based on compliance audits to further capabilities.

Along with our NOPD partners, we have instituted auditing measures to capture data from NOPD's ADP payroll system. The data is then compared to OPSE's scheduling system data, and audits are performed to identify key issues. Those issues are then further delineated through this audits and documentation identification/retrieval.

The results are then reviewed by OPSE & NOPD, and actions are taken by all parties involved. This adherence to the consent decree is the result of thousands of hours of hard work and fine-tuning processes to create the best possible service for customers and officers while maintaining the rigorous standards set forth by the Justice Department.

10 years in...

and the OPSE is getting stronger and stronger. When the office was created, it created a deficit in the City's funds due to personnel and administrative costs, along with the purchase of necessary equipment and other materials. 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 on 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 through 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.





2022 came with many challenges. With this came the festivals, second lines, parades, and races we are known world-wide for professionally hosting. And of course, let's not forget our Mardi Gras celebrations! None of this would have been possible without our professional & dedicated NOPD men & women through all ranks & departments who give of themselves for the betterment of our communities, businesses, and visitors. A big shout out to the OPSE staff, CND Administration, internal departments, and all NOPD for a job "well done & much appreciated!" All this is to ensure the best quality and experience for our customers, officers, visitors and citizens.



-BRIAN BOYLE, DIRECTOR, OPSE

LASTING RELATIONSHIPS

2022 yielded participation on paid details for 56% of the NOPD police force. NOPD officers received an average of \$42.49 per hour for secondary employment details, and officers are eligible to receive bonuses regularly. This translates to an increase in the Quality of life the officers and their families can have.

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, 7 days a week 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.

"The Office of Police Secondary Employment has become an important organization to facilitate and coordinate our detail opportunities. Since its inception, many of the coordinators have become very familiar with police procedures and policies. In doing so, the coordinators, as well as the police officers, build a working relationship that will stand the test of time. It has been my experience that when issues arise, the on-call system put in place has been very beneficial to both officers and customers."

-Sgt. Jason Lewis, NOPD

“As the OPSE Operations Manager, I observe daily the quality work products delivered by staff and the NOPD officers and civilians satisfying the expectations of this office and all of our partners.”

-Na'imah Abdul-Rahmaan, OPSE Operations Manager

CUSTOMER FOCUS

In 2022 we filled **61,374** jobs for both one-time and permanent customers. The ability to sustain a customer base is only attributed to high-end customer service and superior performance by NOPD officers. After each survey period, customers praise the professionalism and high-quality training of NOPD officers.

The Operations Team & Business Office's mission-oriented approach continually focuses on the essential connection between the coordinator, OPSE finance, and the customer. Being responsive to a client's needs is paramount to maintaining exceptional customer satisfaction levels. Customers know they can reach the OPSE 24 hours a day. This access and reliability allow 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, the staff of the Business Office and the NOPD officers, as it relates to personable service, availability, and responsiveness.

“ Fortunately, the problem we were afraid of did not happen. However, having Derrick there was a true Godsend. The deceased was retired from the Navy Reserves, which is something he loved very much.

Unfortunately, the funeral home was in charge of getting someone to play taps and have an honor guard to fold and present the flag to my dear friend Karen. The Navy did not show up. Ray's son in law is retired military and had been in the honor guard so he could fold the flag properly. His son was also in the military so he knew how to hold his end tight. They did a perfect job. However neither is active duty. This is when wonderful Officer Derrick Rutland, a member of the Navy Reserves stepped up and he got down on one knee and spoke the beautiful words on behalf of a grateful nation... and presented the flag to the widow. He then stood at attention and gave her the slow salute they do for this type of ceremony.

Derrick just blended into the crowd during the wake and services and he did an exceptional job. We could not have had anyone better, especially when the Navy didn't show up. Derrick really went over and beyond to save the day by being able to present the flag. Nancy 9.2.2022 ”

Officers Speak

NOPD, Reserves, and Civilian Officers

"... (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."

2022

Customer Service

At OPSE, customer service begins before we meet the customer. That's why OPSE Coordinators, as well as our Business Office staff, 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. Officers have a centralized and equitable system that allows them to sign up for jobs they qualify for within the city and customers. The dedication to customers and officers is apparent in our growth, customer retention, and repeat service.

2022 YEAR IN NUMBERS

OFFICERS WORKED

257.7K
HOURS WITH US

NOPD OFFICERS
FILLED

61,374
JOBS IN THE CITY

OPSE COORDINATED

8,240
Parades, Second Lines and
Escorts

OPSE PAID
OFFICERS

\$9.8M
FOR DETAILS WORKED

**OPSE coordinated
details for over
56%
of NOPD's
workforce**

DATA REQUIRED BY CONSENT DECREE

Number of Officers Worked Under OPSE Management January - December 2022 By Bureau/District/Division and Rank								
NOPD Bureau/District/Division	Commander	Captain	Lieutenant	Sergeant	Senior Police Officer	Police Officer	Civilian	Total Hours
1st District			4	8	12	13		37
2nd District	1		4	10	16	20		51
3rd District		1	3	8	9	19		40
4th District		1	2	10	18	29		60
5th District			5	14	19	27		65
6th District		1	4	11	8	25		49
7th District		1	4	5	12	22		44
8th District		3	2	9	19	12		45
Compliance Bureau		1	1	2	1			5
Field Operations Bureau, Other		1	6	13	24	6	25	75
Investigation & Support Bureau		3	1	17	57	12	1	91
Management Services Bureau		2	2	3	11	2	1	21
Office of the Superintendent			1	1	1			3
Public Integrity Bureau		2	3	12	1			18
Reserves		2	5	13	29	7	5	61
Special Operations Division			1	5	22	12		40
Grand Total	1	18	48	141	259	206	32	705

Hours Worked under OPSE Management January - December 2022 By Bureau/District/Division and Rank								
NOPD Bureau/District/Division	Commander	Captain	Lieutenant	Sergeant	Senior Police	Police Officer	Civilian	Total Hours
1st District			2,856.93	2,672.87	3,898.70	6,318.53		15,747
2nd District	1,018.50		3,566.40	3,815.92	5,917.28	7,156.36		21,474
3rd District		781.88	594.75	3,038.96	6,321.05	5,286.10		16,023
4th District		129.75	205.50	2,524.52	6,758.00	10,933.50		20,551
5th District			1,295.04	6,044.57	10,074.57	5,410.67		22,825
6th District		439.25	1,887.73	4,663.27	4,246.01	6,222.92		17,459
7th District		357.42	1,331.85	2,791.30	3,405.09	4,826.73		12,712
8th District		2,330.47	2,002.00	2,608.37	9,898.82	3,208.33		20,048
Compliance Bureau		368.33	324.02	50.07	890.58			1,633
Field Operations Bureau, Other		165.75	1,934.15	5,599.43	7,331.80	447.08	1,360.25	16,838
Investigation & Support Bureau		1,273.32	31.00	8,290.14	24,903.97	4,514.45	70.00	39,083
Management Services Bureau		883.12	853.17	839.83	6,460.81	242.75	70.00	9,350
Office of the Superintendent			425.02	323.33	849.00			1,597
Public Integrity Bureau		725.13	428.00	4,277.55	263.33			5,694
Reserves		1,507.53	3,087.12	6,538.30	11,999.77	3,317.68	579.00	27,029
Special Operations Division			1,310.52	1,361.90	5,023.47	1,959.51		9,655
Grand Total	1,019	8,962	22,133	55,440	108,242	59,845	2,079	257,720

DATA REQUIRED BY CONSENT DECREE

2022 OPSE Operating Income					
	Q1	Q2	Q3	Q4	Total
Gross Profit	\$271,077	\$378,455	\$238,589	\$343,702	\$1,231,823
Office Operating Expenses	(\$211,608)	(\$265,114)	(\$218,628)	(\$259,274)	(\$954,624)
Customer Rebates	(\$18,489)	(\$37,929)	(\$21,800)	(\$26,039)	(\$104,258)
Officer Bonuses	(\$28,366)	(\$49,831)	(\$25,055)	(\$33,708)	(\$136,960)
Operating Income (Loss)	\$12,613	\$25,581	(\$26,893)	\$24,682	\$35,982

2022 OPSE Administrative Operating Costs	
Personal Services (Payroll + Fringe)	\$852,831
Other Operating (Office Expenses)	\$101,793
Total	\$954,624

2022 Administrative Staff Payroll		
Role	Class Title	\$ Paid
Director	Police Secondary Employment Director	\$117,333
Deputy Director/Business Office Manager	Police Secondary Employment Administrator Assistant	\$91,646
Finance Specialist/Assistant Business Office Manager	Management Development Specialist II	\$58,262
Finance Specialist	Management Development Analyst II	\$40,550
Operations Supervisor/Major Special Events Coordinator	PSE Management Supervisor	\$73,183
Coordinator	Police Secondary Employment Coordinator Analyst II	\$39,317
Coordinator	Police Secondary Employment Coordinator Analyst I	\$32,013
Coordinator	Management Development Analyst I	\$45,220
Coordinator	Management Development Analyst I	\$19,265
Coordinator	Management Development Analyst I	\$44,428
Coordinator	Management Development Analyst I	\$5,679
Coordinator	Management Development Analyst I	\$9,488
Coordinator	Management Development Analyst I	\$2,480

2022 OPSE Gross and Net Billing	Total
Billed to Customer (Gross Billing)	\$11,072,054
NOPD Employee Detail Pay (Cost of Services)	(\$10,081,448)
Administrative Fee Income (Net Billing)	\$990,606

BUILDING A STRONG 2023

The OPSE also looks to increase officer participation as new recruits join the NOPD and hopefully the ranks of the OPSE. The OPSE further aids NOPD in retaining 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.

As the OPSE fine tunes its present staffing roles and responsibilities, internal policies, and procedures, along with procuring the required equipment needed to remain operationally sound, the OPSE will continue to utilize the taxpayers' start-up investment to optimize the greatest return possible through hard work, dedication, and tenacity as we move forward as a team with the NOPD and customers.

Additional OPSE plans for 2023 are to improve upon and grow the business relationship with the NOPD through transparency, open dialog on operational improvements which can be made without negatively impacting compliance, continuing to create working groups to facilitate improvement processes that will include operations, communications, education, compliance, and customers, with sights set on a final product conducive to operational excellence.

We stand poised and ready to tackle any obstacle heading our way to remain fully focused on the road ahead to maintain full and sustained compliancy, as well as an operation others will want to emulate. The goal is to be better than 2022. We look forward to more officers, more details, improved officer and customer satisfaction levels, structure and accountability, more transparency, and improved compliance. It takes a TEAM with laser focused commitment to deliver and meet expectations. OPSE & NOPD are that TEAM!

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