

# OPSE

## 2020

# ANNUAL REPORT

*City of New Orleans*  
*Office of Police Secondary Employment*



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GROWING  
STRONGER

July 2021

An aerial photograph of a city, likely New Orleans, featuring a large, circular stadium (the Superdome) in the center. The city is densely packed with buildings and parking lots. The sky is bright blue with scattered white clouds. The text is overlaid on a semi-transparent dark blue rectangle.

# INTRODUCTION

What stands out about 2020, is the Office's commitment to improving processes for increased efficiency. Each year, we look for ways to improve through auditing, customer input and through officer participation. This past year we implemented a new scheduling system. We included NOPD in the contractor/system selection process to ensure the system chosen was inclusive of all users. OPSE, along with the contractor awarded the contract developed and implemented training modules for both the OPSE and NOPD. These training modules assisted both departments in the understanding and use of the new system.

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



# 8 years in...

and OPSE is getting stronger and stronger. When the Office was created, it did present a deficit in the City's budget. As expected, the director was onboarding new staff, and had numerous administrative costs that were required. But as the Office expanded, OPSE little by little assumed more police details. Ultimately, 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 new 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.



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In 2020, OPSE solicited, awarded and implemented the new PowerDetails' scheduling system in conjunction with the City of New Orleans to assure the best quality and experience for our customers and officers. OPSE continues to address and implement internal culture change practices and policies, rules of conduct and enhanced customer service and workplace efficiencies.

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-BRIAN BOYLE, DIRECTOR, OPSE

## LASTING RELATIONSHIPS

Although staffing capacity was down in 2020 due to COVID-19, OPSE still yielded participation of NOPD police force at 76.2%. NOPD pay average is currently \$38.48 per hour, compared to \$30.95 per hour pre-pandemic and officers are eligible to receive bonuses regularly. This translates to an increase in the quality of life officers and their families can have.

Some officers use detail money to send a spouse or children to college, or maybe something to support their extended families. Whatever the reason, 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 per 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.

**“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 as well as 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.**

-NOPD - Sgt. Jason Lewis

*“As the OPSE Operations Manager I observe daily the quality work products delivered by my staff and the NOPD officers satisfying the expectations of this office.”*

-Na'imah Abdul-Rahmaan, OPSE Operations Manager

## CUSTOMER FOCUS

This year COVID-19 tremendously affected the operations and capacity of OPSE, but we still filled 46,135 jobs for both one-time and permanent customers. The ability to sustain a customer base is only attributed to the 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'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 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, along with NOPD officers, as it relates to personable service, availability, and responsiveness.

“ Latessa and Officer Frank Viltrano are incredibly helpful, professional, helped me meet deadlines for paperwork, explained everything well because this is my first time requesting NOPD detail. Latessa is very sweet and knowledgeable. She has been so helpful putting all this together. Officer Viltrano was such a blessing!

”  
-Christine Harper



# 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."

# 2020

## 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 excellent service.

# 2020 YEAR IN NUMBERS

OFFICERS WORKED

**266,400**  
HOURS WITH US

NOPD OFFICERS  
FILLED

**46,135**  
JOBS IN THE CITY

OPSE COORDINATED

**2,317**  
Parades, Second Lines and  
Escorts \*

OPSE PAID  
OFFICERS

**\$9.4M**  
FOR DETAILS WORKED

**OPSE coordinated  
details for over  
76%  
of NOPD's  
workforce**

# DATA REQUIRED BY CONSENT DECREE

## Hours Worked under OPSE Management January - December 2020 By Bureau/District/Division and Rank

NOPD Bureau/District/Division	Commander	Captain	Lieutenant	Sergeant	Senior Police Officer	Police Officer	Civilian	Total Hours
1st District	767		3,869	1,309	5,067	7,926		18,938
2nd District	5		3,337	3,690	5,168	6,115		18,314
3rd District		30	34	3,796	5,598	5,534		14,991
4th District	184			813	4,953	8,891		14,842
5th District			580	5,778	13,237	5,635		25,230
6th District	102	25	685	2,813	8,085	6,851		18,562
7th District			283	3,018	4,257	5,060		12,617
8th District	67	290	1,633	4,945	14,648	9,451		31,033
Special Operations Division	776		418	3,622	6,962	1,719		13,497
Reserves		1,558	4,030	3,172	7,868	2,141	448	19,215
Field Operations Bureau, Other		2,717	1,946	5,381	8,289	897	197	19,426
Compliance Bureau			36	162	1,096		14	1,308
Public Integrity Bureau	569		738	4,245	1,199			6,751
Investigation & Support Bureau	204	228	3,009	8,757	27,228	3,459	30	42,915
Management Services Bureau	67		639	971	6,143		4	7,824
Off of the Superintendent			55	207	708			969
<b>Grand Total</b>	<b>2,740</b>	<b>4,847</b>	<b>21,289</b>	<b>52,678</b>	<b>120,506</b>	<b>63,682</b>	<b>692</b>	<b>266,434</b>

## Number of Officers Worked Under OPSE Management January - December 2020 By Bureau/District/Division and Rank

NOPD Bureau/District/Division	Commander	Captain	Lieutenant	Sergeant	Senior Police Officer	Police Officer	Civilian	# of Officers
1st District	1		3	7	19	24		54
2nd District	1		4	11	20	24		60
3rd District		1	1	9	16	16		42
4th District	1			6	27	29		63
5th District			4	11	25	28		68
6th District	1	1	4	11	10	26		53
7th District			3	7	15	27		52
8th District	1	1	5	10	33	31		81
Special Operations Division	1		1	7	27	12		48
Reserves		5	7	7	28	9	3	59
Field Operations Bureau, Other		4	3	15	42	5	12	81
Compliance Bureau			1	3	2		1	7
Public Integrity Bureau	1		2	10	4			17
Investigation & Support Bureau	1	1	4	21	59	5	2	93
Management Services Bureau	1		1	5	11		1	19
Off of the Superintendent			1	2	1			4
<b>Grand Total</b>	<b>9</b>	<b>13</b>	<b>44</b>	<b>142</b>	<b>339</b>	<b>236</b>	<b>19</b>	<b>802</b>



# DATA REQUIRED BY CONSENT DECREE

2020 OPSE Operating Income					
	2020Q1	2020Q2	2020Q3	2020Q4	Total
Gross Profit	\$337,311	\$248,150	\$239,178	\$425,449	\$1,250,088
Office Operating Expenses	(\$216,000)	(\$280,000)	(\$241,600)	(\$282,800)	(\$1,020,400)
Customer Rebates	(\$30,770)	(\$28,327)	(\$26,774)	(\$49,847)	(\$135,719)
Officer Bonuses	(\$44,755)	(\$30,019)	(\$29,035)	(\$71,532)	(\$175,341)
Operating Income (Loss)	\$45,787	(\$90,197)	(\$58,231)	\$21,270	(\$81,372)

2020 OPSE Administrative Operating Costs	
Personal Services (Payroll + Fringe)	\$938,000
Other Operating (Office Expenses)	\$82,400
<b>Total</b>	<b>\$1,020,400</b>

2020 Administrative Staff Payroll		
Role	Class Title	\$ Paid
Director	Police Secondary Employment Director	\$118,968
Deputy Director	Police Secondary Employment Administrator Assistant	\$92,198
Finance Specialist	Management Development Specialist II	\$58,721
Finance Specialist	Management Development Analyst I	\$41,918
Operations Supervisor	PSE Management Supervisor	\$73,815
Coordinator (Major Special Events)	Police Secondary Employment Coordinator Analyst II	\$53,962
Coordinator	Police Secondary Employment Coordinator Analyst II	\$50,298
Coordinator	Police Secondary Employment Coordinator Analyst II (10 Months)	\$38,885
Coordinator	Police Secondary Employment Coordinator Analyst II (11.5 Months)	\$45,217
Coordinator	Police Secondary Employment Coordinator Analyst II (4 Months)	\$16,071
Special Projects Coordinator	Management Development Analyst II (9 Months)	\$40,537
Coordinator (Major Special Events)	Police Secondary Employment Coordinator Analyst II (1 Month)	\$1,324
Coordinator	Police Secondary Employment Coordinator Analyst II (10 Months)	\$36,900

2020 OPSE Gross and Net Revenues	Total
Billed to Customer (Gross Revenues)	\$10,600,907
NOPD Employee Detail Pay (Cost of Services)	(\$9,526,160)
<b>Administrative Fee Income (Net Revenues)</b>	<b>\$1,074,747</b>

# BUILDING A STRONG 2021

OPSE also looks to increase officer participation as new recruits join the NOPD and hopefully the ranks of the Office. OPSE 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 at all levels.

As OPSE fine-tunes its present staffing roles and responsibilities; internal policies and procedures; along with procuring the required equipment needed to remain operationally sound in the present and future; OPSE will 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 2021 will improve upon and grow its business relationship with the NOPD through transparency, open dialog on operational improvements. These goals can be met without negatively impacting compliance. OPSE will also research the possibility of standing up working groups to facilitate improvements surrounding operations, communications, education and customer -satisfaction levels. Our vision includes having a final product, conducive to operational excellence and stewardship of taxpayer's dollars all in the name of the City of New Orleans to serve its citizens, businesses and visitors.

As OPSE is 100% compliant with the consent decree, we remain poised and ready to tackle any obstacle headed our way. We remain fully focused on the road ahead to a sustained compliancy and a business unit that others will emulate. The goal is to be better than we have been in years past. We want more officers, more details, improved officer & customer satisfaction levels, structure and accountability, more transparency, improved operations...  
...ONE TEAM!

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