

# OPSE

## 2021

# ANNUAL REPORT

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



---

GROWING  
STRONGER

July 2022

# INTRODUCTION

What stands out about 2021 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 partnership 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.

# 9 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.



“

2021 came with many challenges as our great City fully opened back up. 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, CNO Administration, internal departments, and all of NOPD for a job "well done & much appreciated!" All this to ensure the best quality and experience for our customers, officers, visitors and citizens.

”

-BRIAN BOYLE, DIRECTOR, OPSE

## LASTING RELATIONSHIPS

As a result, 2021 yielded participation of NOPD police force at 70.9%. NOPD pay averages were \$43.52 per hour, 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 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

This year we filled **46,066** 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 speak to 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, Business Office along with NOPD officers, as it relates to personable service, availability, and responsiveness.

*“Despite the weather, the party was a big success. Officer Jones, who worked with us, was the nicest person I have ever met; we all loved him. My mother had so much fun seeing all of her family and friends. You guys made the process so easy. Thanks so much for all your help.*

*Thanks again,  
Cheryl Lynch*

# 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."

# 2021

## 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 and 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.

# 2021 YEAR IN NUMBERS

An aerial photograph of a city skyline, featuring a large, prominent stadium with a white, dome-like roof in the foreground. The city is densely packed with various buildings and structures, extending towards the horizon under a bright blue sky with scattered white clouds.

OFFICERS WORKED

**271.9K**  
HOURS WITH US

NOPD OFFICERS  
FILLED

**46,066**  
JOBS IN THE CITY

OPSE COORDINATED

**2,977**  
Parades, Second Lines and  
Escorts

OPSE PAID  
OFFICERS

**\$9.3M**  
FOR DETAILS WORKED

**OPSE coordinated  
details for over  
70.9%  
of NOPD's  
workforce**

# DATA REQUIRED BY CONSENT DECREE

## Number of Officers Worked Under OPSE Management January - December 2021 By Bureau/District/Division and Rank

NOPD Bureau/District/Division	Commander	Captain	Lieutenant	Sergeant	Senior Police Officer	Police Officer	Civilian	Total Hours
1st District			3	8	16	20		47
2nd District	1		4	10	18	22		55
3rd District		1	1	5	12	16		35
4th District	1			9	15	26		51
5th District			4	13	19	30		66
6th District		1	3	10	9	25		48
7th District		1	3	6	10	22		42
8th District		2	3	14	26	27		72
Special Operations Division		1		8	22	12		43
Reserves		2	5	11	26	8	5	57
Field Operations Bureau, Other		1	7	16	30	5	12	71
Compliance Bureau		1	2	1	2			6
Public Integrity Bureau		2	3	14	1			20
Investigation & Support Bureau		2	2	17	59	11		91
Management Services Bureau		2	2	3	12			19
Off of the Superintendent			1	2	1			4
<b>Grand Total</b>	<b>2</b>	<b>16</b>	<b>43</b>	<b>147</b>	<b>278</b>	<b>224</b>	<b>17</b>	<b>727</b>

## Hours Worked under OPSE Management January - December 2021 By Bureau/District/Division and Rank

NOPD Bureau/District/Division	Commander	Captain	Lieutenant	Sergeant	Senior Police	Police Officer	Civilian	Total Hours
1st District			2,457	3,126	4,210	6,921		16,714
2nd District	1,578		2,701	3,093	7,272	7,671		22,314
3rd District		661	79	3,337	4,930	5,912		14,918
4th District	220			1,162	4,311	10,799		16,493
5th District			820	6,672	10,858	5,001		23,351
6th District		16	763	3,936	5,974	7,565		18,253
7th District		29	934	3,560	3,897	4,421		12,841
8th District		821	2,697	3,412	9,936	5,482		22,347
Special Operations Division		568		5,460	4,951	2,262		13,242
Reserves		1,491	3,074	6,070	8,283	3,717	1,212	23,847
Field Operations Bureau, Other		551	3,900	8,990	10,461	678	150	24,729
Compliance Bureau		382	260	47	665			1,354
Public Integrity Bureau		404	723	4,748	44			5,919
Investigation & Support Bureau		612	1,899	9,153	26,429	5,687		43,780
Management Services Bureau		353	1,109	526	8,493			10,481
Off of the Superintendent			212	270	861			1,342
<b>Grand Total</b>	<b>1,798</b>	<b>5,887</b>	<b>21,626</b>	<b>63,561</b>	<b>111,574</b>	<b>66,115</b>	<b>1,362</b>	<b>271,923</b>



# DATA REQUIRED BY CONSENT DECREE

2021 OPSE Operating Income					
	Q1	Q2	Q3	Q4	Total
Gross Profit	\$324,533	\$328,332	\$221,238	\$391,152	\$1,265,254
Office Operating Expenses	(\$207,248)	(\$263,478)	(\$229,377)	(\$264,468)	(\$964,571)
Customer Rebates	(\$34,074)	(\$33,736)	(\$22,469)	(\$30,705)	(\$120,983)
Officer Bonuses	(\$44,187)	(\$44,765)	(\$30,812)	(\$57,534)	(\$177,298)
Operating Income (Loss)	\$39,023	(\$13,647)	(\$61,420)	\$38,446	\$2,402

2021 OPSE Administrative Operating Costs	
Personal Services (Payroll + Fringe)	\$875,846
Other Operating (Office Expenses)	\$88,725
<b>Total</b>	<b>\$964,571</b>

2021 Administrative Staff Payroll		
Role	Class Title	\$ Paid
Director	Police Secondary Employment Director	\$119,210
Deputy Director	Police Secondary Employment Administrator Assistant	\$91,837
Finance Specialist	Management Development Specialist II	\$58,952
Finance Specialist	Management Development Analyst I	\$26,464
Operations Supervisor	PSE Management Supervisor	\$74,646
Coordinator (Major Special Events)	Police Secondary Employment Coordinator Analyst II (24 weeks)	\$53,548
Coordinator	Police Secondary Employment Coordinator Analyst II	\$53,584
Coordinator	Police Secondary Employment Coordinator Analyst II	\$47,248
Coordinator	Police Secondary Employment Coordinator Analyst II	\$48,352
Coordinator	Police Secondary Employment Coordinator Analyst II	\$22,752

2021 OPSE Gross and Net Billing	
	Total
Billed to Customer (Gross Billing)	\$10,545,550
NOPD Employee Detail Pay (Cost of Services)	(\$9,578,577)
Administrative Fee Income (Net Billing)	\$966,974

# BUILDING A STRONG 2021

The office also looks to increase officer participation as new recruits join the NOPD and hopefully the ranks of the OPSE. This office 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, OPSE will continue to utilize the taxpayers' upstart 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 2022 is 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 stand up working groups to facilitate the improvement processes to include operations, communications, education, compliance, and customer satisfaction levels, with sights set on a final product conducive to operational excellence.

As OPSE remains compliant with the consent decree, we stand poised and ready to tackle any obstacle heading our way to remain fully focused on the road ahead to a sustained compliancy and a business unit others will emulate. The goal is to be better than 2021. We look forward to more officers, more details, improved officer and customer satisfaction levels, structure and accountability, more transparency, improved compliant operations. It takes a TEAM with laser focused commitment to deliver and meet expectations. OPSE & NOPD are that TEAM!

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