

# OPSE

## 2023

# ANNUAL REPORT

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



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GROWING  
STRONGER

June 2024

An aerial photograph of a city skyline, featuring a large stadium with a distinctive circular roof, a multi-lane highway interchange, and various urban buildings under a blue sky with scattered white clouds.

# INTRODUCTION

What stands out about 2023 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 continued to progress with the "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.

# 11 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.







2023 came with many challenges. Included in those challenges are 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, all NOPD, CND Administration, CND internal departments, 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

2023 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.

Our on-call system is 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 office maintains 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 2023 we filled **56,429** 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.

TO the NOPD and the Office of Police Secondary  
Employment, and Miss Na'imah & Officer Johnson,  
Thank you for working with us to  
make the Chewbacchus parade happen  
this year. You all have a tough job, and  
we deeply appreciate all that you do to keep  
our City safe & running, in good times &  
bad, Mardi Gras & storms alike. You all are  
rock stars.  
With much love (and King cake),  
The Chewbacchus Overlords (Simonne, Arjanna, & Rigg  
& Krewe

# 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."

# 2023

## 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.



# 2023 YEAR IN NUMBERS

An aerial photograph of a city skyline, featuring a large, prominent stadium with a white dome in the foreground. The city is densely packed with buildings, and the sky is blue with scattered white clouds.

OFFICERS WORKED

**243.1K**  
HOURS WITH US

NOPD OFFICERS  
FILLED

**56,429**  
JOBS IN THE CITY

OPSE COORDINATED

**5,295**  
Parades, Second Lines and  
Escorts

OPSE PAID  
OFFICERS

**\$11.2M**  
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 2023 By Bureau/District/Division and Rank							
NOPD Bureau/District/Division	Captain	Lieutenant	Sergeant	Senior Police Officer	Police Officer	Civilian	Total Personnel
1st District		3	6	14	15		38
2nd District	1	4	7	16	22		50
3rd District	1	3	8	10	20		42
4th District	1	2	9	16	25		53
5th District		4	13	21	30		68
6th District	1	4	8	11	18		42
7th District	2		9	11	19		41
8th District	3	4	8	16	17		48
Special Operations Division		1	8	23	9		41
Reserves	7	11	18	31	13	3	83
Field Operations Bureau, Other		5	11	24	5	48	93
Compliance Bureau	1	1	2	1			5
Public Integrity Bureau	2	3	6	1			12
Investigation & Support Bureau	5	1	15	55	8	1	85
Management Services Bureau	1	4	2	7	2	1	17
Office of the Superintendent			1				1
<b>Grand Total</b>	<b>25</b>	<b>50</b>	<b>131</b>	<b>257</b>	<b>203</b>	<b>53</b>	<b>719</b>

Hours Worked under OPSE Management January - December 2023 By Bureau/District/Division and Rank							
NOPD Bureau/District/Division	Captain	Lieutenant	Sergeant	Senior Police Officer	Police Officer	Civilian	Total Hours
1st District		855	3,231	2,713	5,441		12,240
2nd District	1,044	1,924	2,387	6,137	6,200		17,692
3rd District	1,188	533	3,567	6,739	3,887		15,913
4th District	142	341	2,492	6,193	9,819		18,987
5th District		697	3,552	9,681	8,041		21,971
6th District	412	1,901	1,893	4,467	4,656		13,330
7th District	1,095		4,111	3,487	6,066		14,759
8th District	1,427	1,398	1,242	6,315	2,733		13,115
Special Operations Division		1,346	1,576	3,847	940		7,708
Reserves	1,483	4,481	10,615	16,745	6,898	698	40,920
Field Operations Bureau, Other		2,176	3,691	6,820	527	4,551	17,764
Compliance Bureau	315	504	127	633			1,579
Public Integrity Bureau	592	1,095	1,817	534			4,038
Investigation & Support Bureau	2,126	145	4,793	27,476	2,990	70	37,599
Management Services Bureau	373	869	687	3,093	357	127	5,505
Office of the Superintendent			12				12
<b>Grand Total</b>	<b>10,195</b>	<b>18,264</b>	<b>45,793</b>	<b>104,880</b>	<b>58,554</b>	<b>5,445</b>	<b>243,131</b>



# DATA REQUIRED BY CONSENT DECREE

2023 OPSE Operating Income					
	Q1	Q2	Q3	Q4	Total
Gross Profit	\$307,800	\$539,357	\$449,447	\$455,101	\$1,751,705
Office Operating Expenses	(\$225,058)	(\$259,222)	(\$267,097)	(\$230,569)	(\$981,946)
Customer Rebates	(\$17,939)	(\$35,238)	(\$19,695)	(\$9,915)	(\$82,787)
Officer Bonuses	(\$25,600)	(\$52,349)	(\$49,730)	(\$50,318)	(\$177,997)
Operating Income (Loss)	\$39,203	\$192,548	\$112,925	\$164,299	\$508,975

2023 OPSE Administrative Operating Costs	
Personal Services (Payroll + Fringe)	\$877,036
Other Operating (Office Expenses)	\$104,910
<b>Total</b>	<b>\$981,946</b>

2023 Administrative Staff			
Role	Class Title	\$ Paid	
Director	Police Secondary Employment Director	\$ 137,868	
Deputy Director / Business Office Manager	Police Secondary Employment Administrator Assistant	\$ 114,430	
Finance Specialist / Asst. Business Manager	Management Development Specialist I	\$ 69,620	
Finance Specialist	Management Development Analyst I	\$ 58,108	
Operations Supervisor / Major Special Events Coordinator	PSE Management Supervisor	\$ 85,991	
Coordinator	Police Secondary Coordinator Analyst I	\$ 53,519	
Coordinator	Police Secondary Coordinator Analyst I	\$ 48,971	
Coordinator	Police Secondary Coordinator Analyst I	\$ 42,908	
Coordinator	Police Secondary Coordinator Analyst I	\$ 23,842	
Coordinator	Police Secondary Coordinator Analyst I	\$ 21,242	
Coordinator	Police Secondary Coordinator Analyst I	\$ 7,798	
Coordinator	Police Secondary Coordinator Analyst I	\$ 5,992	
Coordinator	Police Secondary Coordinator Analyst I	\$ 4,203	

2023 OPSE Gross and Net Billing	
	Total
Billed to Customer (Gross Billing)	\$12,909,201
NOPD Employee Detail Pay (Cost of Services)	(\$11,335,494)
Administrative Fee Income (Net Billing)	\$1,573,707

# BUILDING A STRONG 2024

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 & systems needed to remain operationally sound, the OPSE will continue to optimize police secondary employment through hard work, dedication, and tenacity as we move forward as a team with the NOPD and customers.

Additional OPSE plans for 2024 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 2023. 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!**