



# **NOPD Recruitment & Retention Survey**

November 2022

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## Survey Overview

This report summarizes the results of the NOPD Retention Incentives Survey created by the New Orleans City Council and disseminated to NOPD officers by the Fraternal Order of Police on November 21 – 28, 2022. There were 268 responses to the survey representing roughly 28% of commissioned NOPD officers. The distribution of respondent rank and experience largely reflect that of NOPD's commissioned officers.

Rank	NOPD	Survey	% NOPD	% Survey
Police Officer	150	42	16%	16%
Senior Police Officer	528	136	56%	52%
Sergeant	188	60	20%	23%
Lieutenant	51	17	5%	7%
Captain	19	4	2%	2%
Other	7	2	1%	1%

Years of Service	NOPD	Survey	% NOPD	% Survey
0 to 1	13	1	1%	0%
1 to 4	134	35	14%	13%
5 to 9	167	65	18%	24%
10 to 19	299	91	32%	34%
20 to 29	234	58	25%	22%
30+	96	16	10%	6%

Survey respondents were asked their impression on potential benefits, their awareness of current benefits, and their satisfaction regarding their management and prospects for promotion. Most officers expressed satisfaction with their direct supervisor but dissatisfaction with the department and promotion process. Officers were most interested in receiving benefits which improved their compensation and less interested in benefits related to childcare.

Few respondents claimed that they plan to leave NOPD in the next 12 months though an increasing share claimed they are likely to leave within the next three years. Younger officers were more likely than officers with greater rank and experience to say that they do not intend to retire from NOPD.

Respondents were given the opportunity to explain their answers regarding their satisfaction with NOPD. Roughly half of officers provided answers which repeatedly expressed dissatisfaction with NOPD's promotion process.

# Survey Questions:

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*"I stay with the department because I love my supervisors. When they retire in a couple years I'll probably leave too. I can do the same thing under better conditions elsewhere. Everyone is hiring. It's not about the money. It's about work environment and job satisfaction."*

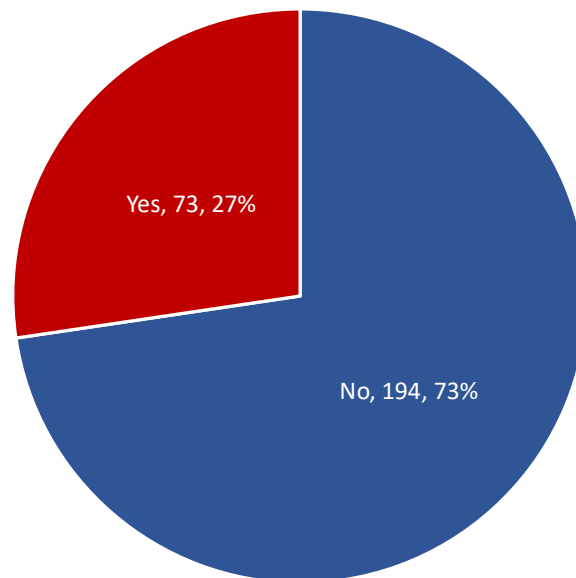
*– Senior Police Officer with 5+ years of experience.*

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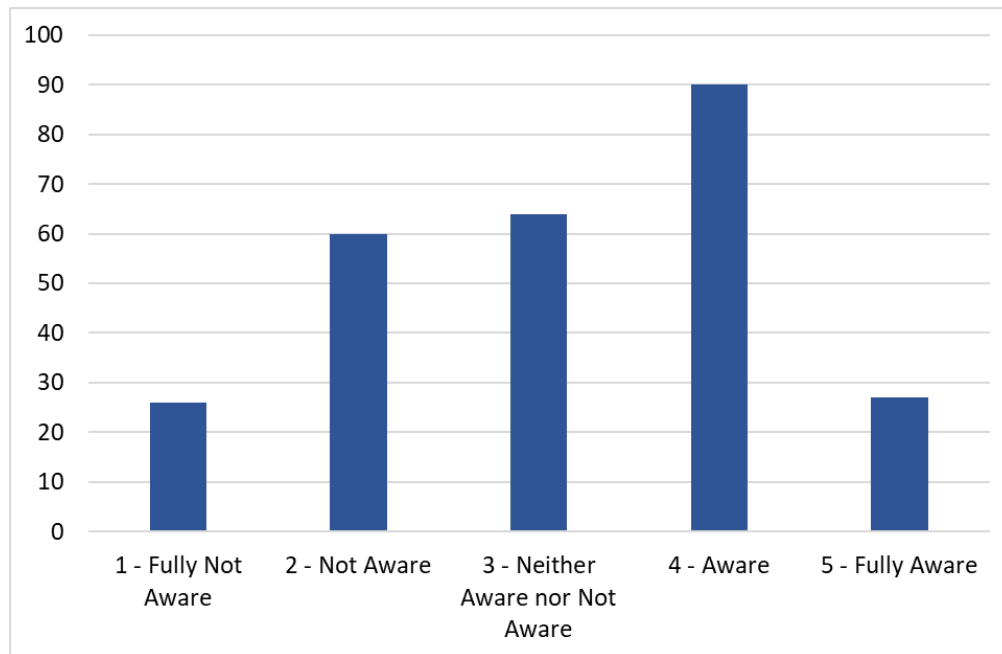
## Awareness of Benefits

Respondents were asked about their awareness of existing NOPD benefits. The first question reminded respondents that "The New Orleans Police Department offers numerous benefits including reduced/free tuition programs at local colleges, a \$4k bonus for recruiting new officers, and more."

*"...Do you feel that NOPD does enough to educate its members about these and other benefits?"*



*"How aware are you of the benefits your employer provides?"*



## Importance of Benefits

Respondents were asked to rank 10 potential benefits from 1 – Not At All Important to 5 – Very Important. The below table is ranked by the percent of respondents answering “5 – Very Important” to each potential benefit as well as each potential benefit ranked based on average score.

*“... please rate how important the following recruitment and retention benefits are to you”.*

Potential Benefit	% Very Important	Average Score (1 to 5)
2% longevity pay every year	88.1%	4.8
Annual step increases	86.2%	4.8
Sick pay paid 1-1 at retirement	82.1%	4.6
Equipment upgrades	78.4%	4.6
Fully subsidized health insurance	77.2%	4.6
Take-home vehicles	72.8%	4.5
Increased time off (2 days per month)	54.5%	4.1
OPSE paid on a separate check	46.3%	3.7
Housing incentive (rental/homeowner)	45.9%	3.8
Free or subsidized childcare/aftercare	28.0%	3.0

Respondents were also asked to name any other benefits they find important. Answers varied widely including multiple answers in favor of numerous benefits. These included:

Annual pay increases.  
 Uniforms paid for by the city.  
 Student loan forgiveness  
 Additional sick/paid leave  
 Better equipment.  
 Greater retirement benefits.  
 Housing assistance.

## Caregiving Responsibilities

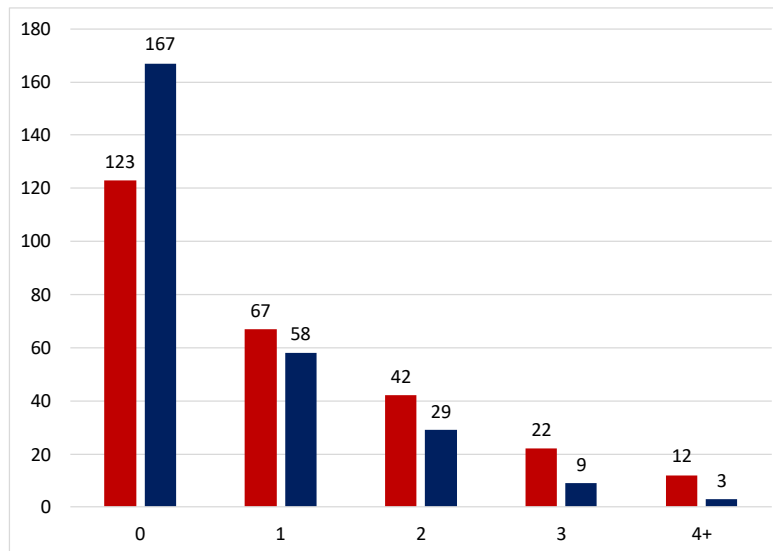
Respondents were polled as to their caregiving responsibilities at home. A majority of respondents said they have children (54 percent) though only 37 percent said their children require aftercare/childcare.

*“Do you have any children or family members that you care for?”*

Responsibility	Responses
Child(ren)	115
None	96
Sick or aging parents	21
Child(ren), Sick or aging parents	20
Child(ren), Sick or aging partner	6
Child(ren), Sick or aging parents, Sick or aging partner	2
Child(ren), One of my children has special needs.	1
Child(ren), spouse	1

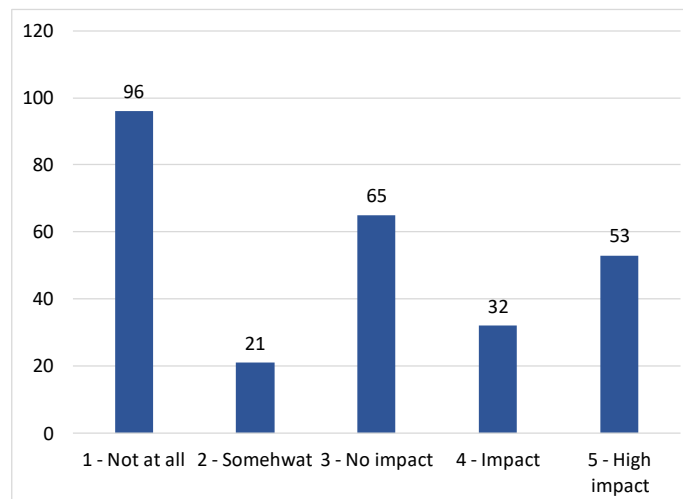
Grandchildren	1
More off days	1
Sick or aging parents, Sick or aging partner	1
Sick or aging partner	1
Wife	1

*“How many children under the age of 18 do you care for? (Red bars) How many children in your care require aftercare/childcare? (Blue bars)”*

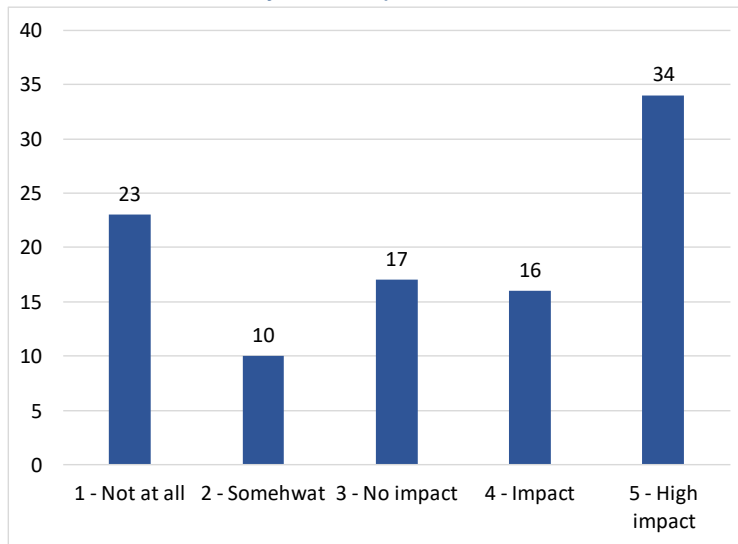


Most respondents claimed minimal or no impact from the change to a 12-hour shift though respondents with at least one child in aftercare or childcare were much more likely to say they are impacted.

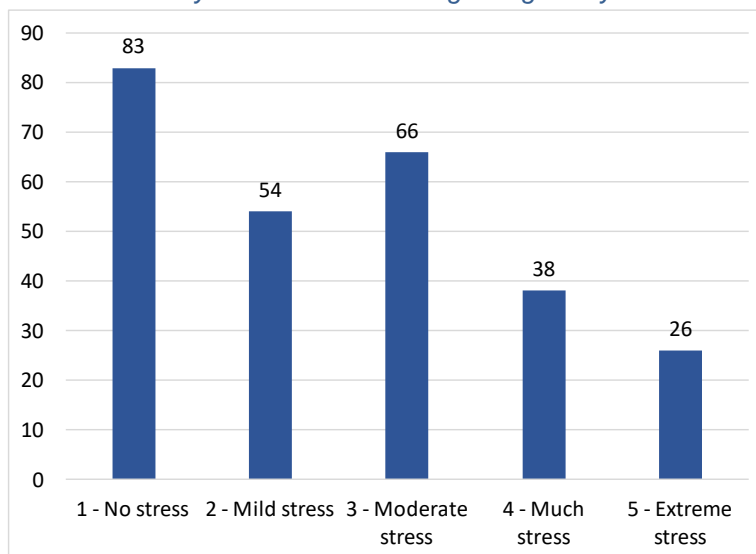
*“How has the change to a 12-hour shift impacted your family care responsibilities?”*



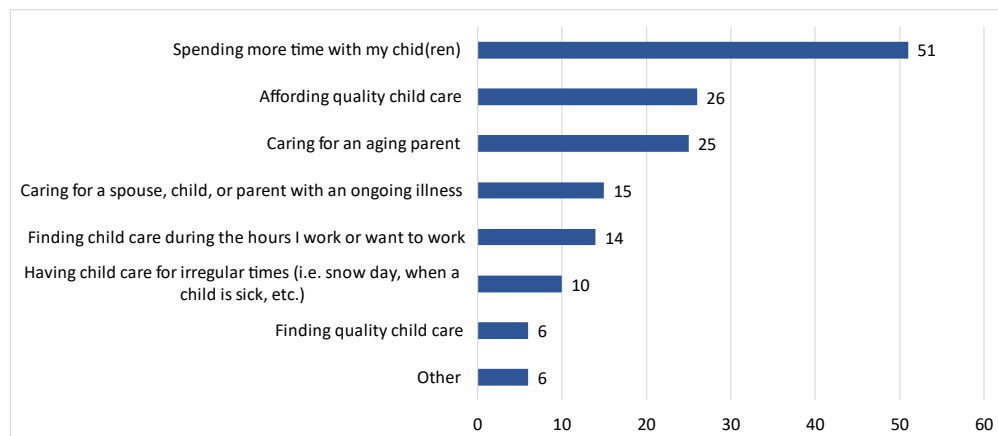
*For those with at least one child requiring childcare/aftercare: “How has the change to a 12-hour shift impacted your family care responsibilities?”*



*“What is your level of stress regarding family care?”*



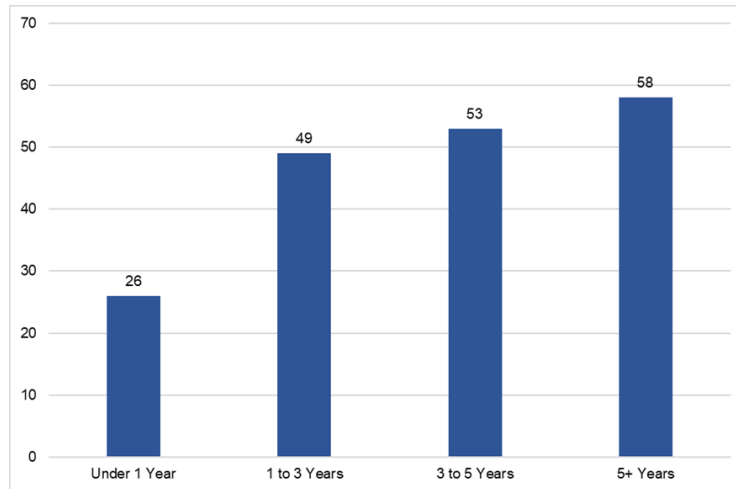
*“If you are responsible for the care of family members, what is your primary concern currently?”*



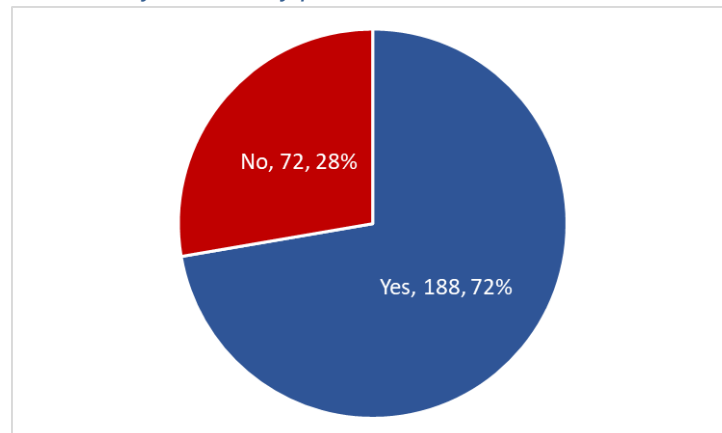
## Retirement

Roughly half of respondents are either retirement eligible now, will be retirement eligible in the next three years, or do not plan to retire from NOPD.

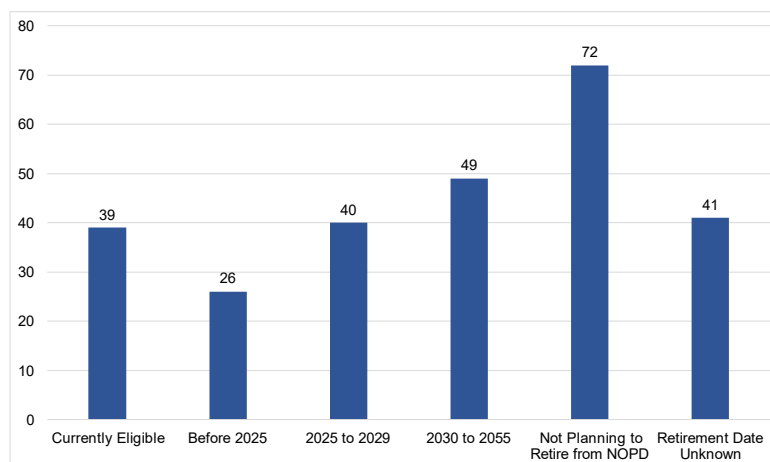
*“On a scale of 1-5 (1 meaning very unlikely, 5 meaning almost certainly), please rate how likely you are to leave NOPD in the below timeframes”*



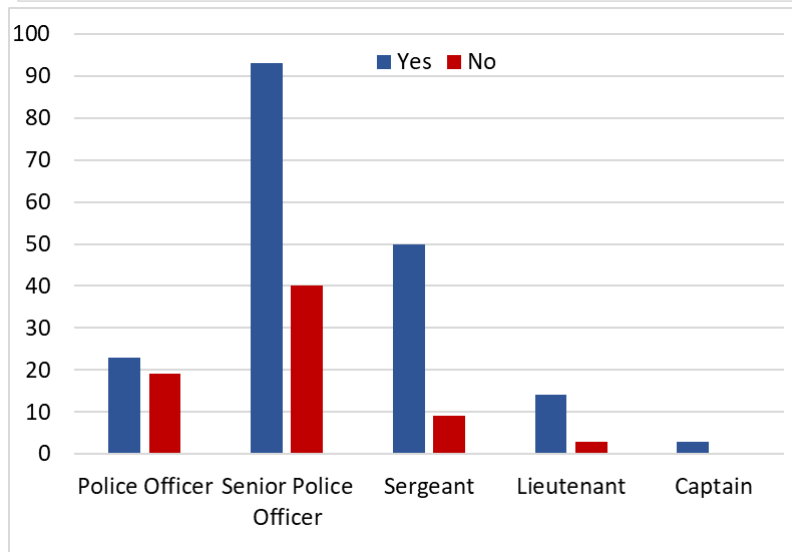
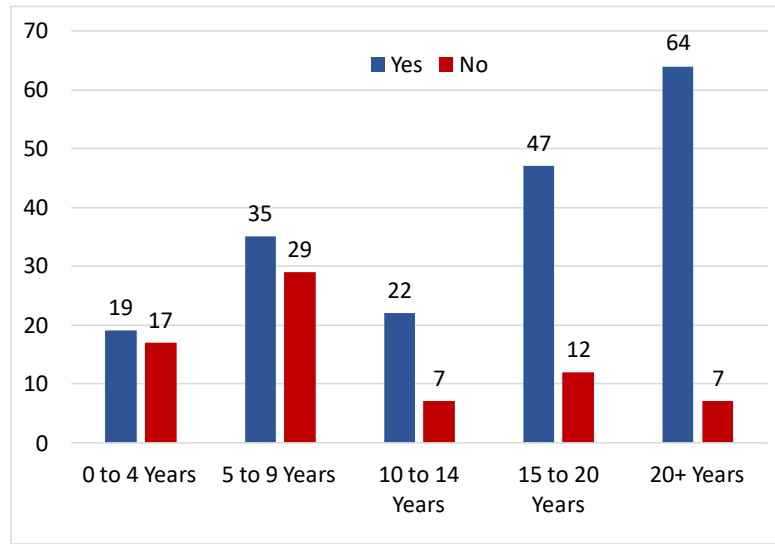
*“Do you currently plan to retire from the NOPD?”*



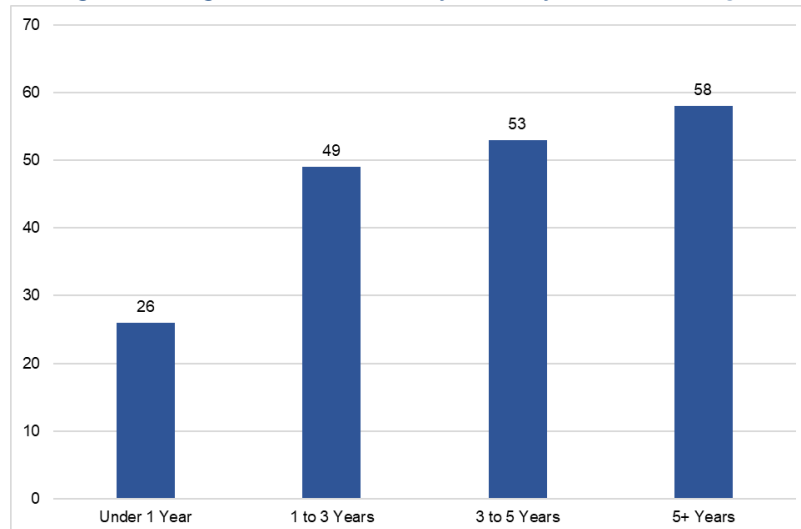
*“What year will you become eligible for retirement?”*



Employees with fewer years of experience and lower rank were far less likely to say they intend to retire from NOPD than those with more experience or higher rank.



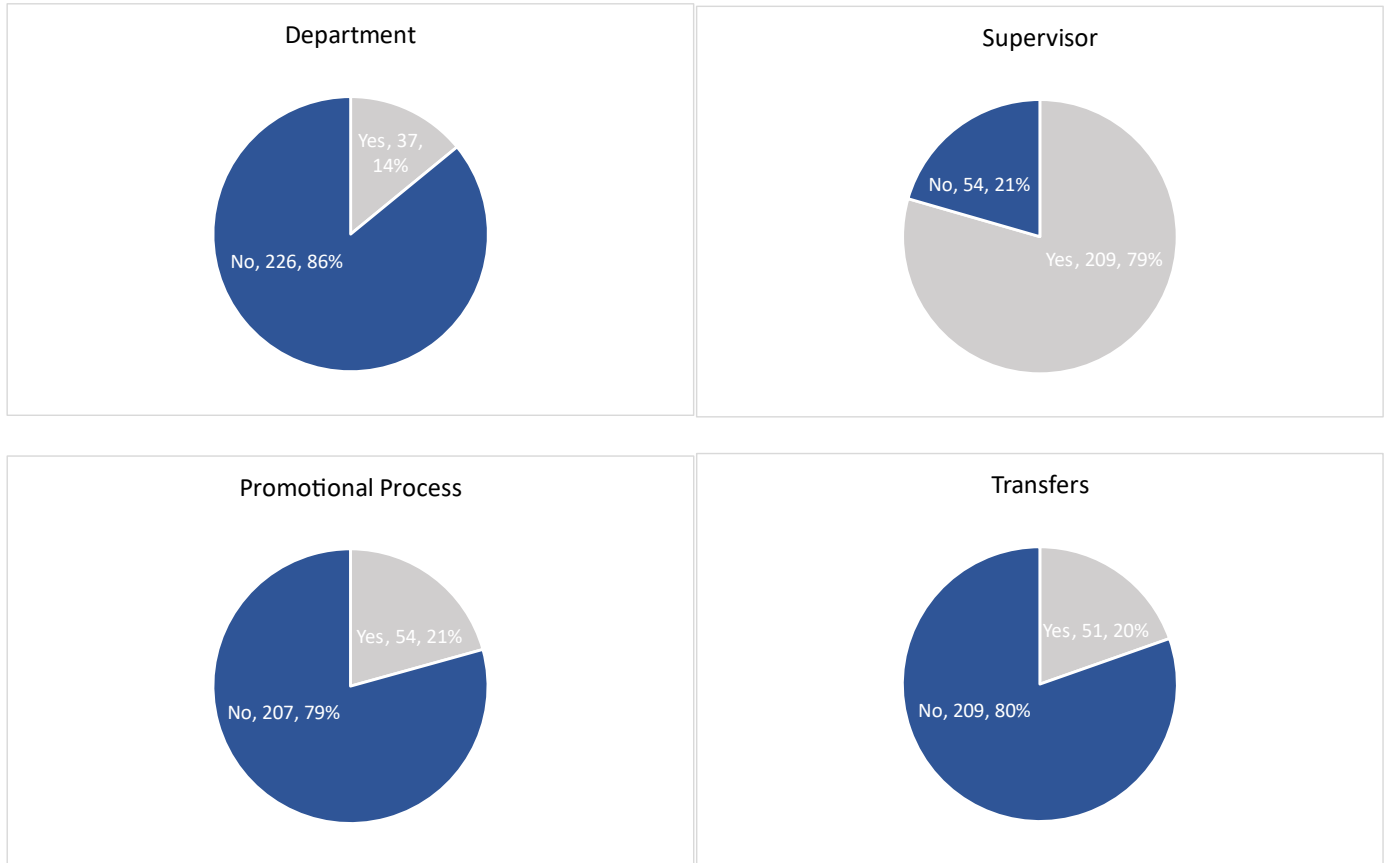
*“If you are planning on retiring from NOPD, what year will you become eligible for retirement?”*



## Satisfaction

Officers are largely satisfied with their supervisor though sergeants are less satisfied than all other ranks. Officers are largely unsatisfied with their department with only lieutenants and captains having greater than 25 percent satisfaction rate.

*"Are you satisfied with with...?"*



*“Are you satisfied with with...” by respondent’s rank*

Rank	Department		Percent Satisfied
	Yes	No	
Police Officer	5	36	12.2%
Senior Police Officer	17	118	12.6%
Sergeant	8	52	13.3%
Lieutenant	5	12	29.4%
Captain	1	2	33.3%

Rank	Supervisor		Percent Satisfied
	Yes	No	
Police Officer	37	4	90.2%
Senior Police Officer	105	29	78.4%
Sergeant	41	19	68.3%
Lieutenant	16	1	94.1%
Captain	4	0	100.0%

Rank	Promotional Process		Percent Satisfied
	Yes	No	
Police Officer	6	35	14.6%
Senior Police Officer	35	98	26.3%
Sergeant	5	55	8.3%
Lieutenant	1	16	5.9%
Captain	4	0	100.0%

Rank	Transfer Process		Percent Satisfied
	Yes	No	
Police Officer	8	33	19.5%
Senior Police Officer	24	110	17.9%
Sergeant	13	44	22.8%
Lieutenant	5	12	29.4%
Captain	1	3	25.0%

## Notable Comments

*"Please explain any of your answers to the above questions regarding your satisfaction."*

There were 135 respondents who provided greater clarity as to their satisfaction answers with respondents repeatedly citing the promotional process as a source of dissatisfaction. Roughly 25 percent of respondents who answered this question called the promotional process a "joke", unfair, based on "who you know, or replete with "favoritism," "cronyism," and "nepotism." Other responses called the promotional process subjective, biased, and a popularity contest. Respondents who discussed their immediate supervisors were generally effusive in their praise though some suggested they need to be more empowered.

*"The promotional process is not fair."*

*"Lots of favoritism, and petty personal feelings, keep good officers from getting promotions."*

*"It's all just one gigantic popularity contest. There is no recognition or reward for good work."*

*"My supervisor seems to actually care about our unit and takes time to understand our individual needs."*

*"My sergeant really cares about our unit. He does his best to make sure we have proper trainings and complete our cases with the upmost quality. Unfortunately, sergeants have too large of a burden to bear."*

*"The supervisors are tentative to make big decisions, often out of their depth because they are trained now to be so afraid to make a decision and the reprisal factors involved with so called "bad decisions" terrify them."*

*"My immediate supervisors and District are awesome, however, I think this Police Department tends to ignore the root causes of their problems which include nepotism, favoritism, biased disciplinary and promotional processes. Transferring an officer is used as punishment or a political bargaining chip to move nepotism babies to better positions. We also have very few platoon level vehicles that are in working order, equipment is not being maintained nor is it being updated."*

*"Overall, the quality of the department has gone down since my time with N.O.P.D. Everything from the quality of the equipment to the constant changing and interpretation of policy has made it very difficult to be a police officer within this department. I have seen good Officers leave the department through some of the unfair and at times targeted practices/ treatment of personnel by those that hold rank/sway within the department. There are groups/clicks within the department that if you aren't with that make it difficult to move around or up within the department."*

*"In all the years I have worked for NOPD, I believe the department is at its worst. There is nothing within the department that isn't broke, this includes equipment, technology, and management."*