



Improving Morale and Retention at NOPD:

Focus Groups and Department-Wide Survey Results and Recommendations

February 2022

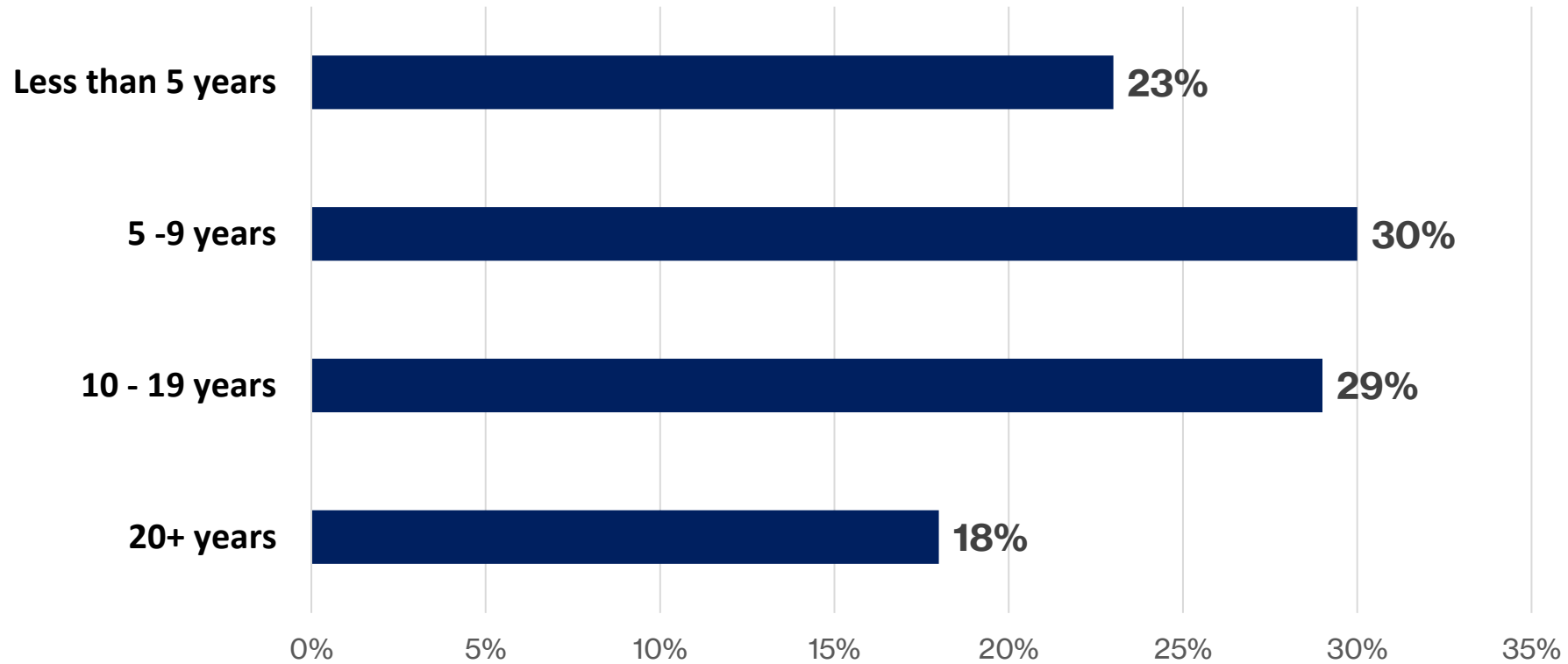


Project Background and Methodology

- This study was authorized by the New Orleans Police Department (NOPD), underwritten by Laitram, L.L.C., and independently conducted by SSA Consultants.
- Five volunteer focus groups were conducted in December 2021 involving over 50 commissioned officers grouped by Lieutenants, Sergeants, Senior Police Officers, and Police Officers.
- Focus group participants made suggestions on how to encourage survey participation and those were incorporated in the survey process.
- SSA structured the survey and messaging to ensure the anonymity of respondents and build confidence in the process.
- The online survey was sent to 1,100 NOPD employees and a total of 271 survey responses were collected between 1/13/22 - 1/21/22; 96% of the respondents were commissioned officers.
- Totals represent total agreement (strongly agree/agree) or disagreement (strongly disagree/disagree).



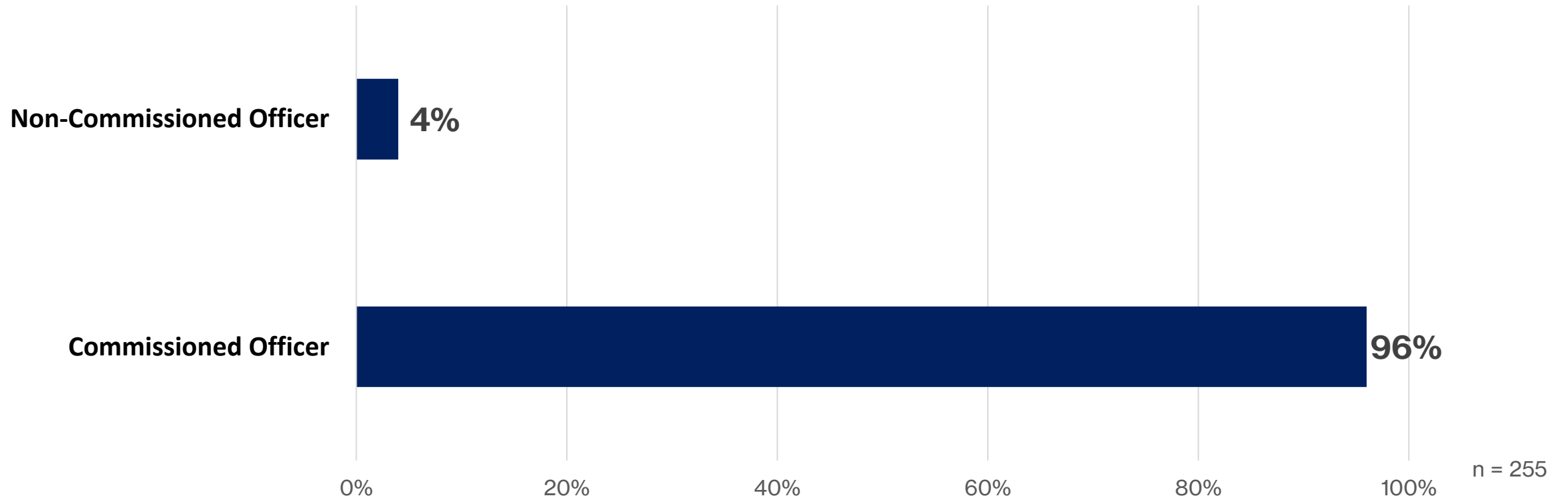
Survey Respondent Breakdown



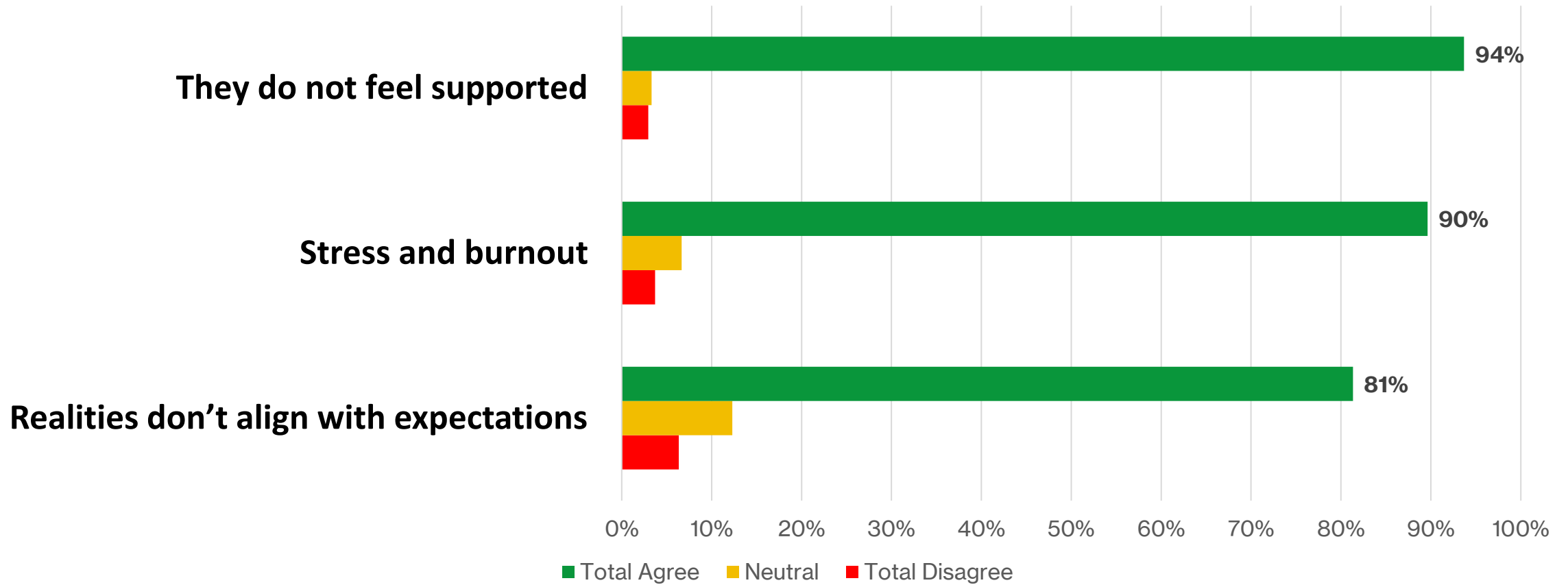
n = 258



Survey Respondent Breakdown



Top internal perceptions about why people leave the NOPD





OPEN ENDED SURVEY QUESTIONS



Top reasons why people leave the NOPD

Topic	# of Responses
Overly punitive discipline/ Restrictive policing policies/Overreach by the PIB	191
Pay	101
Favoritism	59
Unrealistic expectations/Understaffed shifts	39



Top reasons why people stay in the NOPD

Topic	# of Responses
Love the job and working for the citizens of NOLA	94
Feel stuck or resigned to position because of family or time invested	47
Waiting for retirement benefits	40
Currently looking for a new position	38
Team members	37



Top three ways for NOPD to improve morale and retention

Topic	# of Responses
Pay raises	92
Restrictive policy and PIB reform	69
Reduce write-ups for minor infractions	63



Additional ways for NOPD to improve morale and retention



Topic
Improve equipment
Overhaul promotion process
Assigned or take-home vehicles
Address favoritism
Recognize good performance
Increase manpower
12-hour shifts
Increase incentives
Support officers in front of the public
Relax grooming standards (i.e., beards)
Improve leadership