



## 2. Technology Projects

### New Records Management System (RMS/AFR)

The Records Management Consultant, URL Integration, has completed the anticipated site inspections and interviews related to their assessment of the current RMS/AFR and the expectations for a new RMS/AFR. The URL team has prepared the following documents in accordance with the provisions of their contract: (1) RMS Risks and Opportunities, (2) Assessment of RMS and Technical Environment, and (3) Draft RMS RFP including Vendor Compliance Matrix & Critical Interfaces. The RMS Steering Committee members met with URL December 13<sup>th</sup>, 2007 (webinar) to discuss deliverables and the compliance matrix. Revisions were made to the document and the final draft was created.

The Department's goal is to have AFR in place when the Substation opens in the fall of 2009. However, the Police Department is currently not able to fund this project and will not be proceeding with the posting of the RFP until funding is available. URL will remain available to SJPD to revise and review the RFP as may be required.

Automated Field Reporting (AFR) has been identified as the cornerstone for any RMS system procurements/upgrades. The AFR will require officers to file their reports electronically and in a format compatible with a Records Management System (RMS). The base RMS product would be the component that places intelligence and analytical functions on the data collected. It is expected most RMS vendors have a basic product that collects the report data and provides basic statistical and reporting capabilities such as UCR reporting. The content management component would be the basis for consolidating the various disparate databases and also provide the ability to streamline document distribution. The new RMS will involve new servers and the replacement of older desktop computers. The complexity of this project requires that SJPD have a project manager to coordinate the installation and database development. The Computer Aided Dispatch (CAD) interface is requested in Phase I because the CAD data becomes the basis for the report being created in AFR.

### Citywide Response Times

The Department recently changed how response times are reported. There will now be a more detailed report to focus on each stage of the call process. The Department monitors how response times are reported. It will be measured and compared utilizing the following three categories:

- The call processing time,
- The call queuing time and,
- The actual driving-to-arrival time of a patrol unit to the dispatched location once the officer is attached to the call.

During the Second Quarter of FY 07-08, the following averages were reported:

Call Processing Time:

- The average call processing time for Priority One calls is 1 minute 17 seconds
- The average call processing time for Priority Two calls is 1 minute 44 seconds

\*Call Queuing Time:

- The average call queuing time for Priority One calls is 1 minute 51 seconds
- The average call queuing time for Priority Two calls is 3 minutes 47 seconds

Driving-To-Arrival Time:

- The average driving-to-arrival time for Priority One calls is 3 minutes 40 seconds
- The average driving-to-arrival time for Priority Two calls is 5 minutes 34 seconds

\*It should be noted, as stated in the Department's Five-Year Plan, the Department's goal for call-queuing is 0.5 minutes (30 seconds) for both Priority One and Two events. When incoming calls-for-service exceed patrol staffing availabilities, calls are placed into a service queue until patrol resources become available. This continues to be the most discernible adverse impact on the quality of service offered to victims of serious and violent crimes.

### **3. Progress Report on the Police Substation**

The Police Substation is the largest project in the Public Safety Bond program. At approximately 105,000 square feet and with roughly 400 officers being assigned there, it is of vital urgency to the Department. It is also the first time this agency has stepped towards decentralization. On December 18, 2007, the City Council unanimously approved the award of the construction contract to S.J. Amoroso Construction Co. Inc.

While funding has been identified for the interior art of the substation, City staff is working to return to Council with a funding mechanism to fulfill the City's commitment to an exterior public arts project at the substation. The project broke ground on February 22, 2008 and the project's completion date has been moved to the fall of 2009 because of unanticipated delays.

### **4. Police Vehicles and Equipment**

General Services Fleet Management (GSFM) recently received a shipment of ten unmarked vehicles with another seven expected in the near future. These vehicles have been purchased to replace detective vehicles still in-service, but nearing retirement. With the multi-year Chevrolet dealership contract in place, the Police Department is experiencing minimal downtime between retiring an old detective car and receiving new detective cars from General Services. The car vendors are more responsive to the needs of the Police Department because of the efforts of GSFM and Purchasing, in securing multi-year contracts with vendors.

## 5. Status of the Five-Year Staffing Plan and County Pocket Annexation

### Five-Year Staffing Plan

On November 28, 2006, the City Council accepted the Department's Five-Year Staffing Plan. Ten (10) additional officers were approved for FY 06-07 Budget and fifteen (15) officers were approved for the FY 07-08 Budget. The Mayor's March Budget Message for FY 2008-2009 has directed the addition of another fifteen (15) officers.

The Five-Year Staffing Plan identified the need for an addition of 597.5 personnel within the next five years, both sworn and non-sworn. For FY 08-09, the Public Safety CSA was issued an initial budget reduction target of 1.5% (approximately \$4.1 million for the Police Department) for potential budget balancing options. Recognizing the City's financial constraints and other Departmental needs Citywide; the Department will continue to attempt to address staffing shortages by adjusting its workload strategies in an effort to meet existing service demands.

### County Pocket Annexation

On April 26 2006, City Council voted to proceed with a county island annexation program involving the annexation of all unincorporated county pockets less than 150-acres in size. Annexation of the county islands will provide a number of benefits to both the city and the county residents and property owners within the islands. Costs for services should be offset with fees, charges and taxes after annexation.

Phase 1 of the annexation program resulted in the annexation of 24 county islands (population 509). The City of San Jose has initiated the annexation in conjunction with Phase 2 of this program, which includes nine (9) county islands (population 203). An additional fourteen (14) county islands are scheduled for Phase 3 of the annexation program, beginning spring of 2008 through spring of 2010 (population 15,929). The county islands included in Phase 3 are generally much larger in size than those included in the first two phases, incorporating approximately 1,100 acres and an estimated 15,900 people. The demand for Police services for this large of a population will require additional resources, which will be assessed during the annual budget process.

The Department looks forward to meeting with this Council Committee and reporting on our challenges and progress towards our goals. Through cooperative efforts we can impact the quality of life of the residents of San Jose.



ROBERT L. DAVIS  
Chief of Police