



# Memorandum

**TO:** Public Safety, Finance and Strategic  
Support Committee

**FROM:** Robert L. Davis

**SUBJECT:** POLICE DEPARTMENT  
QUARTERLY REPORT

**DATE:** June 4, 2008

Approved

*Christine J. Shupeny*

Date

*6-13-08*

## INFORMATION

In February 2007, the Public Safety, Finance and Strategic Support Committee (PSFSSC) approved the following categories and performance criteria for the San Jose Police Department (SJPD) operations. This information will help the City Council respond to concerns expressed by the community and understand trends facing the City and the Police Department.

### Categories

#### **1. Recruiting**

The Recruiting Unit is in the "recruiting" phase for the 2009 police academy class. An amended marketing plan has been submitted that not only expended the budget allotment of \$62,000, but also encumbered FY 2007-08 grant monies (Supplemental Law Enforcement Services Fund Grant \$100,000) in order to promote the recruiting campaign. According to the Major Cities Chiefs and the FBI National Executive Institute report on Retention 2007, "Competition for recruits is fierce, particularly for women, minorities, military veterans, college graduates and lateral candidates. Strong consideration is being given to combining portions of the pre-employment testing in a 'one-stop' process. This is especially true when trying to attract candidates from outside the local geographic area." San Jose is trying to recruit from across the nation in order to satisfy the demand for qualified candidates that meet our educational requirements. The departure of the baby-boomer generation is creating a crisis in law enforcement not only locally but nationally as well. Realistic consideration needs to be given to not only the recruiting, but to the subsequent logistical requirements (background investigations, Police Academy training, and the Field Training Program) to allow the department to meet the current hiring demands.

In May the Department was authorized to hire 40 police recruits for the academy scheduled to begin July 2008. The department brought 49 candidates to the hiring board for consideration. However, the results of the candidates' psychological exams are not presented until the hiring board is convened. Several of the candidates did not successfully pass the psychological exam and/or had

other issues that made them unacceptable candidates; therefore, the Department was only able to hire 30 candidates.

The Department is continuing with its out of state recruiting efforts and recently received 132 out of state applicants. Additionally, as a result of the Department's recruiting campaign at John Jay College in New York, the Department is expecting approximately 200 additional out of state applicants.

## **2. Technology Projects**

### **New Records Management System / Automated Field Reporting (RMS/AFR)**

The Department currently uses a RMS, which is old and outdated. The Department's current RMS does not have a good case management module and is not currently supported by an AFR. Currently, funding is not available for the full implementation of an RMS solution, which is estimated at \$20 million including software, hardware, staffing, and operations and maintenance costs. The Department is unable to issue a request for proposals (RFP) if the appropriate funding is not secured. To keep the project momentum going and to better understand current software capabilities, the Bureau of Technical Services / Operational Services Support Division assembled an RMS Steering Committee. A number of RMS demonstrations from multiple vendors have been scheduled for product review. These demonstrations are two-pronged: (1) To have a high level overview of the RMS/AFR products for the Steering Committee; and (2) To provide a walk-in period for other Department members who have an interest of what is available on the market. After the demonstration period, a request for information (RFI) will be completed and released in order to obtain estimated figures for future budgeting purposes.

Automated Field Reporting (AFR) has been identified as the cornerstone for any RMS system procurements/upgrades. The AFR would 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. A new RMS would 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 City Manager's Office and the Police Department will work together in response to the Mayor's June Budget Message for Fiscal Year 2008-2009, to conduct an assessment of reports the Department produces, a proposed timeline that would allow for all necessary reports to be completed, and efficiencies that a new AFR/RMS system would create.

### **Automated Field Reporting (AFR) (Intermediate solution)**

The scheduled opening of the new South San José Police Substation in October 2009 creates a new logistic and process change. The origination of reports from the southern part of the city must make its way to the main police campus for processing. Limited funding has precluded a full AFR deployment; however intermediate solutions are being proposed and investigated. These include less expensive stop-gap measures or the possible extension of existing applications for the purposes of solving this process issue. Based on a preliminary review, it is anticipated that a successful AFR solution can be developed utilizing existing platforms. The goal of this project is to have an AFR solution in place and ready for field testing by April 2009, in anticipation of having this project up and running with the opening of the Substation in the fall of 2009.

### **Computer Aided Dispatch (CAD) System Upgrade**

On April 2, 2008 the CAD system software was successfully upgraded from version 7.8.7 to version 8.1.2. This was a massive year long undertaking involving numerous personnel, from the Communications Training Division, Fire Training Unit, and Systems Development Unit, working in collaboration with Intergraph. Although there were several issues during the deployment, most of these were anticipated and quickly resolved. Intergraph devoted personnel to stay on site for two weeks following the deployment for any additional issues or concerns that developed related to the upgrade.

### **Citywide Response Times**

In 2007, the Department changed how response times are reported. There is now a more detailed report to focus on each stage of the call process. This reporting process has been used in the two previous quarterly reports. The Department monitors and reports response times using 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

Performance data (January 2008 through March 2008) is included below and is also included in the Public Safety CSA 3<sup>rd</sup> Quarter Performance Report:

- Average Call Processing:
  - Priority One: 1 minute 19 seconds
  - Priority Two: 1 minute 44 seconds
- Average Call Queuing:
  - Priority One: 52 seconds
  - Priority Two: 3 minutes 56 seconds

- Average Driving-to-Arrival:
  - Priority One: 3 minutes 37 seconds
  - Priority Two: 5 minutes 33 seconds

### **CAD Backup and Offsite Storage**

The Department currently stores backup tapes for major systems offsite at the police property room located 5 miles from the police main campus. In the event of a catastrophe, staff would rebuild systems and load the software and data from these sets of tapes. Given the criticality and importance of the data, the Police Department took steps to store the tapes at a hardened facility that provides a conditioned environment for long-term storage.

### **Campus Cabling Project**

Converged network systems that include Voice-over Internet Protocol (VoIP) and computer networking digital communications require an investment in current network cabling. Council approved the design-build contract to Sasco Data Corporation March 25<sup>th</sup> to improve campus cabling (PAB/PAC) to accommodate the converged network. The project will upgrade current Ethernet cables to the newest available version and remove the older cable from the building. Funding for the project is from Civic Center Construction Fund (425). Design for the cabling project began in early June.

### **9-1-1 Uninterruptible Power Supply (UPS) System Replacement**

The current 9-1-1 UPS system located at the Police Administration Building is past the manufacture's useful life and was identified as critical to ensuring power is provided to the 9-1-1 bridge during a power failure. This project will replace the primary battery backup system for the 9-1-1 Communications Center in the event of a power failure. Funding in the amount of \$2.3 million has been allocated to this project in the Mayor's June Budget Message for Fiscal Year 2008-2009.

### **Active Directory Upgrade**

The Department is working with the Information Technology Department to deploy Microsoft's Active Directory (AD). The operating system will allow the Department to fully integrate e-mail with other systems and will be deployed with new system hardware. The first AD server was installed on the police network in February. The first four AD users were deployed in the first week of April with the rest of the deployment scheduled to be completed by June 30, 2008.

### **Electronic Citations/Mobile ID**

There are currently 125 E-citation devices deployed to the patrol division, 45 to the Traffic Enforcement Unit and 4 to the Metro Unit. In April, 28 additional broadband capable devices were purchased with existing grant funds, and 10 devices remain in reserve with anticipated deployment to patrol.

Training on the use of the device was ramped up in April, starting with the Field Training Program (FTO) and Bureau of Field Operations (BFO) patrol teams. BFO trainers have been identified and cross-trained by staff from the Systems Development Unit (SDU) to facilitate with the on-going training, to include current and future academy classes.

SDU is working with 3iInfotech to finalize contract requirements before the project is officially complete. This includes reconciling contractual requirements listed in the original contract. The project is expected to be finalized by this summer.

The Mobile ID project will increase the ability of officers to identify suspects in the field. This represents a major change in capability for most law enforcement agencies, including the SJP. The goal is to utilize existing devices being used for E-citations to offer the capability of field identifications. The project is currently in the RFP review phase and is being funded by the FY 07-09 SLES fund.

### **3. South San José Police Substation**

This project is currently in the construction phase. The production pile driving in the basement area was completed in May. The remaining production pile driving in the upper area will continue in June. The underground fire protection lines were completed on May 16, 2008, and the installation of rebar for the Maintenance Building foundation was completed on May 23, 2008. With these projects completed, the installation of grade beam rebar for the Main Building was able to commence. In June, a remote camera will be installed at the Substation. The remote camera will provide periodic time-lapse and real-time images of the project progress. Staff will be working with IT to get the camera linked to a City server for periodic downloads to document the project progress.

#### **Substation Technology**

Currently, \$545,000 has been allocated in the 2008-2009 Proposed Budget for the fiber optic cabling to connect the Substation to the main police network. Substation vendor meetings are ongoing with periodic meetings to discuss IP-based building controls (security, HVAC, etc) and network capacity.

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

The Department is working on a daily basis with General Services Fleet Management (GSFM) to maintain a base complement of "in-service" marked blue and white patrol vehicles and unmarked detective cars. GSFM currently has six new unmarked detective cars parked at the Central Service Yard, waiting for build-up and future assignments at the Department. An additional ten unmarked detective cars are on order and are expected to be shipped soon. These 16 vehicles will be replacing old detective cars that are expected to reach the end of their useful service life this calendar year. There are approximately 40 marked blue and white vehicles parked at the Central Service Yard pending build-up; they will come into service when the old marked cars reach the end of their useful service life.

In order to facilitate future Department needs, representatives from the Chief's Office and PD's Fiscal Unit currently meet monthly with General Services Fleet Management to discuss fleet and maintenance issues.

## **5. 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. Fourteen (14) additional officers were approved in the 2007-2008 Adopted Budget; the 2008-2009 Proposed Budget recommends fifteen (15) more officers; and the Mayor's June Budget Message calls for another ten (10).

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. Recognizing the City's financial constraints and other 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.

Phase 1 of the annexation program resulted in the annexation of 21 county islands. The City of San Jose has initiated the annexation in conjunction with Phase 2 of this program, which includes eleven county islands. An additional fourteen county islands are scheduled for Phase 3 of the annexation program, beginning spring of 2008 through spring of 2010. Thus far, the Police Department has been able to absorb the increase in service demand resulting from the annexation as the population included in Phase 1 and 2 has been fairly low. However, 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. Though increased population does not automatically equate to more officers, the demand for police services from this large of a population may require additional resources and will need to be evaluated.

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.

Public Safety, Finance and Strategic Support Committee

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