



Memorandum

TO: Public Safety, Finance and Strategic
Support Committee

FROM: Robert L. Davis

SUBJECT: POLICE DEPARTMENT
QUARTERLY REPORT (Q1 2008-09)

DATE: October 31, 2008

Approved

Date

11-11-08

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

As of July 25, 2008, the SJPD Recruiting Unit have concluded the recruiting phase for the January 2009 Police Academy (class #16). Approximately 2,455 informational requests for SJPD employment have been received by interested applicants from across the nation thus far. After interested applicants passed a written test, physical agility test, oral interview, and personal history questionnaire (PHQ), 181 candidates moved into the background process. Historically, only one out of three candidates passes the background process. It is not certain if the SJPD will be able to fill projected vacancies for 45 retirees and 25 new officer positions from these 181 candidates for a new January 2009 academy class. If this ratio proves to be accurate, there will not be enough candidates to fill the needed positions.

Competition for recruits remains intense for qualified applicants, particularly for women, minorities, military veterans, college graduates, and lateral candidates. In addition to normal recruiting venues, SJPD ventured out into the market place with a new "one-stop shopping" strategy of bringing the testing process to a large concentrated candidate pool. New York City was selected after a successful job fair at John Jay College in New York, which concluded with 605 inquires being made for employment with SJPD; 197 individuals followed through by completing the on-line personal history questionnaire (PHQ). After SJPD testing criteria was applied to this candidate pool, 33 applicants passed all phases for initial testing. This effort resulted in nine job offers; seven of the candidates are currently NYPD officers averaging 2.5 years of experience. Additionally, 12 other

applicants are in the background pool from the states of Alaska, Colorado, Georgia, Michigan, Minnesota, Nevada, Utah, Texas, and Virginia. The SJPD will continue its nationwide recruitment efforts in order to satisfy the demand for qualified candidates that meet our moral, ethical and educational requirements. The next recruiting cycle began in October and will run through January 2009 for Police Academy class #17 scheduled to begin in July 2009.

Recruitment also remains a concern and a priority for the Communications Division. During the last year, SJPD has continued to lose Communications personnel at a steady rate. Personnel losses are attributed to staff retention challenges associated with a highly stressful work environment, as well as ongoing attrition due to retirements. Though two academies were completed last year, overall staffing losses have exceeded new hires. As of September 17, eight candidates were hired out of a pool of 27 who made it to the background process. As a result of that hiring, 12 dispatch positions still remain unfilled. These unfilled positions still remain a driving force in the amount of overtime usage required to maintain services. On November 3, 39 candidates were moved into the background process for vacant radio dispatch positions. The anticipated date for completion is February 2009. Though shifts are adjusted to maximize the staffing numbers, the overtime continues to increase. While the ability to attract qualified candidates has diminished greatly, staff remains focused on recruiting efforts for qualified candidates to fill the remaining vacancies and will continue to recruit personnel aggressively in the coming year.

2. Technology Projects

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

The Department currently uses a Records Management System (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 Automated Field Reporting System (AFR). Automated Field Reporting has been identified as the cornerstone for any RMS system procurement/upgrade. The AFR would require officers to file their reports electronically and in a format compatible with an RMS. The base RMS product would be the component that places both intelligence and analytical functions on the data collected. Funding is not available for the full implementation of an RMS solution, which was estimated at \$20 million including software, hardware, staffing, and operations and maintenance costs.

To understand current software capabilities better, the Bureau of Technical Services / Operational Services Support Division assembled an RMS Steering Committee which previewed a number of AFR/RMS solutions. As a result of the demonstrations, an RFI was published and ten vendors responded, providing more information on the products available and estimated costs for implementing an AFR/RMS solution. The estimated costs range between \$3 million and \$6 million. These estimates are only for the hardware and software to run the applications and do not include the costs to update the mobile data terminals in the cars or the wireless network infrastructure. The hardware for the cars is important as the current hardware is no longer supported. However, the need to address the records management issues, in particular those created by department wide staffing cuts and the addition of the Substation, is very pressing. In an effort to keep this project moving

forward, the Bureau of Technical Services explored the feasibility of implementing the AFR/RMS without the hardware updates in the cars.

The Department received Council approval October 28, 2008 for a Unique Services Purchase with URL Integration, Inc. to conduct a return on investment (ROI) analysis for this project. The ROI analysis is expected to take three months. The Department has tentatively identified approximately \$2.57 million in funds and the plans to issue an RFP soon after funding is approved.

Computer Aided Dispatch (CAD) System Upgrade

On April 22, 2008, the CAD system software was successfully upgraded from version 7.8.7 to version 8.1.2. Though this highly successful upgrade provided many new features to dispatchers and police officers alike, there are still outstanding issues to be resolved. Version 8.1.3 has been delivered and will be configured and tested during the coming months. This version is mainly to correct defects, but also provides further enhancement to the CAD product.

Citywide Response Times

In 2007, the Department changed how response times are reported. There is now a more detailed report to focus on different stages of the response time continuum. 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 (1st keystroke to event entry in minutes)
- The call queuing time and (event entry to 1st officer dispatched in minutes)
- The actual driving-to-arrival (1st officer dispatched to 1st officer arrival in minutes)

Performance data (July 2008 through Sept 2008) is included below and will also be included in the Public Safety CSA 4th Quarter Performance Report:

- Average Call Processing:
 - Priority One: 1 minute 17 seconds
 - Priority Two: 1 minute 39 seconds
- Average Call Queuing:
 - Priority One: 57 seconds
 - Priority Two: 4 minutes 55 seconds
- Average Driving-to-Arrival:
 - Priority One: 3 minutes 47 seconds
 - Priority Two: 5 minutes 34 seconds

PAC 4th Floor Retrofit

The remodel of the 9-1-1 Call Center is moving forward and planned construction to begin on 2/1/09. The award for the furniture is schedule to go to Council for approval on 11/18/08.

3. South San José Police Substation

Construction of the South San Jose Police Substation is approximately 40% complete and is proceeding on schedule for completion in the Fall of 2009. First and second floors concrete are complete. Third floor and basement concrete are in progress. Fireproofing on the first floor has begun. The application of the exterior walls will commence after fireproofing has been completed with the interior steel structure.

Public Safety Driver Training Facility

The Public Safety Driver Training Facility is funded through the Public Safety Capital Bond Program and will provide a state-of-the-art training environment, conducive to providing safe and effective skill development, and utilizing a complete inventory of driver training classes. Utilization will primarily be for Police and Fire, with availability to other law enforcement agencies as the schedule permits.

The project was in the process of the land acquisition phase and was scheduled for completion in January 2010. However, the Department's desired EVOC site east of Zanker Road is no longer available. Staff has been asked to look at alternative sites that could accommodate 25 to 30 acres for a driver training course. Still under consideration are the buffer lands as a possible location for the future EVOC site. However, this will require the Department to wait until the Water Pollution Control Master Plan is completed (approximately two years). The search for alternate sites is ongoing.

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 16 new unmarked detective cars parked at the Central Service Yard, waiting for build-up and future assignments at the Department. 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 30 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

The Police Department's Five-Year Staffing Plan identified the need for an additional 597.5 personnel within the next five years (2007-2012), both sworn and non-sworn. In FY08-09, the Council approved the addition of 25 Police Officers to address property crimes, traffic calming, and community policing priorities. While these 25 officers fall short of the Department's identified needs, this action, along with a commitment to seek funding for another 75 officers in the next three years, communicates the priority the City places on public safety, even in light of a General Fund structural deficit. To continue this aggressive recruitment, the City has allocated additional funding for the Department to enhance recruitment efforts in FY08-09.

For FY 08-09, the Public Safety CSA was issued an initial budget reduction target of 1.5% for potential budget balancing options. The Department continues to evaluate all services provided to maintain core service delivery to residents with limited Public Safety resources.

County Pocket Annexation

The County Pocket Annexation process, anticipated to be completed by the end of 2009, is ongoing as areas under consideration for annexation are presented to the City Council for acceptance as part of a final request to the state to annex a given area and transfer service responsibility from the County to the City. When the 2005 LAFCO agreement is completed, the City will have annexed approximately 1,110 areas and 15,500 residents. The City most recently annexed three areas from the County, consisting of the following areas:

- An area in Police District Sam (S2), consisting of approximately 450 parcels between Meridian Avenue and Leigh Avenue, north of Hamilton Avenue
- An area in District Sam (S4), consisting of approximately 455 parcels between Hamilton Avenue and Dry Creek Road, west of Meridian Avenue and east of the City of Campbell
- An area in District Frank (F3), consisting of approximately 53 parcels north of Stevens Creek Boulevard, west of Revey Avenue, which will include additional properties along Bellerose Drive, DiSalvo Avenue, Ciro Avenue, O'Connor Drive and Bailey Avenue.

The annexation of County pockets will impact police services and necessitate changes to existing beat boundaries in designated police districts. Currently, the Department has absorbed service demands for patrol and investigative services to these newly annexed areas without additional staffing. This temporary strategy to absorb additional service demands with existing personnel will eventually impact service deliveries in other areas of the City based on projected calls for service provided by the Santa Clara County Sheriff's Office. The request for resources specific to the County pocket annexations was addressed in the General Fund Forecast Information 2010/2014 memorandum (FY09-10 – 25 officers / FY10-11- four officers).

PAB/PAC Campus Security Upgrade

Beginning in October 2008 construction on the PAB/PAC campus security upgrade commenced. The planned completion date is slated for January 2009. Plans were approved to upgrade the current chain link perimeter with black steel tubular fencing. Additional vehicular and pedestrian secured entrance/exits have been included in the plans for completion. The additional entrance/exits will be more conducive to maintaining round the clock site security while increasing vehicular and pedestrian access points for police personnel.

The SJPD 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.

D/K Cavallaro

for Robert L. Davis
Chief of Police

RLD:FM:LR