



AGENDA REPORT

TO: DEANNA J. SANTANA
CITY ADMINISTRATOR

FROM: Patrick J. Caceres
Measure Y Oversight
Committee Coordinator

SUBJECT: Measure Y, OPD SARANet Database
Software Upgrade and Maintenance Contract

DATE: February 14, 2014

City Administrator
Approval

Date

2/22/14

City-Wide

RECOMMENDATION

A Resolution (1) Waiving the Request for Proposals or Qualifications (RFP/Q) Process and (2) Authorizing the City Administrator to Execute a Contract Between the City of Oakland and Resource Development Associates in an Amount Not to Exceed Sixty Thousand Dollars (\$60,000) for the Period of January 1, 2014 Through December 31, 2014 for an Upgrade and Maintenance of the Scanning, Analysis, Response and Assessment (SARANet) Database to Track the Community Policing Projects of the Oakland Police Department's Problem Solving Officers.

OUTCOME

Approval of this resolution will authorize the City Administrator to execute a contract with Resource Development Associates to complete software upgrade and maintenance supporting OPD's SARA Database.

BACKGROUND/LEGISLATIVE HISTORY

The Violence Prevention and Public Safety Act of 2004 (Measure Y) provides funds for the Oakland Police Department to hire and maintain at least a total of 63 police officers assigned to community-policing objectives including officer training and equipment. Funding for the Oakland Police Department for officer training and equipment entails training in community-policing techniques, establishing police-social services referrals and equipping officers, the total costs of which shall not exceed \$500,000 in any fiscal year that Measure Y is in effect. To support, record and track the community-policing projects of the Problem Solving Officers (PSO), the Oakland Police Department is utilizing SARANet ("SARA"), which is an internal web-based information management system following the SARA model (Scanning, Analysis, Response and Assessment). The software upgrade and maintenance of the SARA database can

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be supported by the existing Measure Y budget for the Oakland Police Department, as part of the funds associated with training and equipment

ANALYSIS

Resource Development Associates (“RDA”) received a contract with the City of Oakland as the evaluators of Measure Y programs in December 2012. RDA obtained the contract with the City after scoring the highest in the City’s Request for Proposals (RFP) process. In addition to receiving the highest score, reviewers believed RDA’s approach to the evaluation would lend itself to greater regular contact with the Measure Y funded violence prevention program grantees and to fostering relationships that would help them better understand the work of the programs. Reviewers of the RFP also agreed the RDA plan was more practical in being able to produce reports that are needed for review by Council when contract renewals are being determined.

The SARANet database was created by RDA as the primary tool available to evaluators to report on problem solving officer activity and outcomes for the Measure Y evaluation. The database was developed in 2009 by RDA to address the gap in systematic data collection tools for the PSO program. The initial design (SARA 1.0) was to fulfill an immediate need for a web-based information management system to support program accountability, with the expectation that a more comprehensive system would be later developed. As a component of the initial system design RDA provided the Oakland Police Department a system manual and training sessions.

SARA version 1.1 was developed by RDA in the summer of 2011 to address immediate needs for revisions and upgrades. Version 1.1 did not include the comprehensive upgrade needed to improve the database’s usability for management and evaluation purposes, which both OPD and City Administrator’s staff support after discussing it at several meetings.

An annual maintenance contract is needed to trouble-shoot the system and provide quality assurance. Failing to fully build out the system and establish a maintenance contract has compromised the quality of the data on the PSO efforts. This has limited the evaluation from being able to make conclusive statements about problem solving, and preventing OPD from fully accessing the system as a management and training tool.

Without the upgrade, RDA has been conducting back-end audits of the system to report on the number of projects that opened and closed, the type of projects officers are working on, and whether all beats have problem solving activity. These back-end audits do not include qualitative information, which means any narrative fields (the bulk of PSO entries) are not viewable to evaluators or supervising officers. Supervising officers are limited in their ability to review their subordinate officers projects and provide feedback and direction. The evaluation has provided monthly audits of the system to OPD, based on these back-end pulls of data for the past few years. In order to gain a better sense of the quality of data entry and to verify

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discrepancies between back-end pulls and OPD reports, members of the evaluation team underwent OPD background clearance and received approval to conduct front-end audits of the system in 2013. The front-end audits allowed evaluators and supervising officers to view all information entered by PSOs and to generate EXCEL reports of open and closed projects that can be further analyzed. RDA found within the current SARA database system that:

- There are significant discrepancies between back-end and front-end audits of the SARANet system. Front-end analyses of the system provides more accurate and comprehensive assessments of actual problem solving activity and should be used going forward by supervising officers.
- The lack of resources dedicated to maintaining, trouble shooting and updating the SARANet system has compromised the quality of data available for management and training purposes.

The failure to properly address system bugs, glitches, or new feature requests will mean that available data does not accurately and fully reflect PSO's activities and impacts.

Staff recommends that it is in the best interests of the City to waive the advertising and Request for Proposal/Qualifications (RFP/Q) processes for this agreement because Resource Development Associates (RDA) designed the SARA Database program used by the OPD and has a clear understanding of the Database including the breadth of experience, and range of content knowledge and technical capacity to perform the database upgrade and maintenance. Additionally, RDA is the current Measure Y evaluator and therefore understands how the data is being used and the desired function of the data.

PUBLIC OUTREACH/INTEREST

The Measure Y Oversight Committee received a report and recommendation on the SARA Front End Audit Findings and Recommendations from RDA in July 2013. RDA additionally has shared in a presentation to the Measure Y Oversight Committee the immediate needs to address these concerns with the current SARA Database system and the costs associated with a proposed system upgrade and maintenance contract. Oakland Police Department PSOs have also presented to the Measure Y Oversight Committee on their work and the limitations of their abilities to fully use the SARA database system.

COORDINATION

The Police Department, the City Administrator's Budget Office, the Measure Y Oversight Committee and RDA were included in the discussions on the need and budget for an upgrade and maintenance contract of the current SARA database system.

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COST SUMMARY/IMPLICATIONS

Funds for the upgrade and maintenance contract (\$60,000) are available within the Measure Y Public Safety Act 2004 Fund (2251), Oakland Police Department Organization (107010), Account: Software and Professional Services (52213/54930), Measure Y Project (G261230), Program: Measure Y (PS11).

SUSTAINABLE OPPORTUNITIES

Economic: The proposed upgrade and maintenance will provide a greater analysis of Measure Y funded community policing programming to determine their efficacy and effectiveness in reducing violence. An improved system of reporting violence by the OPD Problem Solving Officers will contribute to the economic well-being of Oakland's neighborhoods and business districts.

Environmental: No environmental opportunities have been identified.

Social Equity: The proposed upgrade and maintenance contract of the SARA database will provide a data-driven analysis of the impact of Measure Y community policing program efforts. The findings will contribute to informed funding decisions regarding any current and future City Council actions in this area.

For questions regarding this report, please contact PATRICK J. CACERES, MEASURE Y OVERSIGHT COMMITTEE COORDINATOR, at (510) 238-6372.

Respectfully submitted,



Patrick J. Caceres
Measure Y Oversight Committee Coordinator

2014 FEB 27 PM 1:49

OAKLAND CITY COUNCIL

Resolution No. _____ C.M.S.

A RESOLUTION (1) WAIVING THE REQUEST FOR PROPOSALS OR QUALIFICATIONS (RFP/Q) PROCESS AND (2) AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE A CONTRACT BETWEEN THE CITY OF OAKLAND AND RESOURCE DEVELOPMENT ASSOCIATES IN AN AMOUNT NOT TO EXCEED SIXTY THOUSAND DOLLARS (\$60,000) FOR THE PERIOD OF JANUARY 1, 2014 THROUGH DECEMBER 31, 2014 FOR AN UPGRADE AND MAINTENANCE OF THE SARANET DATABASE TO TRACK THE PROJECTS OF THE OAKLAND POLICE DEPARTMENT'S PROBLEM SOLVING OFFICERS

WHEREAS, the Violence Prevention and Public Safety Act of 2004 provides funds for the Oakland Police Department to hire and maintain at least a total of 63 police officers assigned to community-policing objectives including officer training and equipment; and

WHEREAS, funding for the Oakland Police Department for officer training and equipment entails training in community-policing techniques, establishing police-social services referrals and equipping officers, the total costs of which shall not exceed \$500,000 in any fiscal year that Measure Y is in effect; and

WHEREAS, to support, record and track the projects of the problem solving officers (PSOs) the Oakland Police Department is currently using the SARANet Database, which is an internal database application following the SARA model (Scanning, Analysis, Response and Assessment); and

WHEREAS, the SARANet database is used to train Problem Solving Officers by utilizing the best practice model of Scanning, Analysis, Response and Alignment (SARA), a community-policing model that is a step by step process for officers to address crime problems identified by community members; and

WHEREAS, the SARA database helps Problem Solving Officers develop measurable goals through each phase of problem solving and serves as a focal point for supervisors to insure that best practices are understood and being utilized; and...

WHEREAS, the maintenance and upgrade of the SARA database can be supported by the Measure Y budget for the Oakland Police Department, as part of the funds associated with training and equipment; and

WHEREAS, currently the City does not have a maintenance contract or the resources to update the SARA software for current needs by the Oakland Police Department, which is creating discrepancies in data and preventing the evaluator, Resource Development Associates (RDA) and OPD supervisors, from completing accurate audits and review of the SARA data; and

WHEREAS, staff recommends that it is in the best interests of the City to waive advertising and the RFP/Q process because RDA, the current contracted evaluator of Measure Y, designed the SARANet database in 2009 and has a clear understanding of the SARA Database program, including the breadth of experience, and range of content knowledge and technical capacity to perform the database upgrade and maintenance; and

WHEREAS, the City Administrator wishes to enter into a one-year agreement, with Resource Development Associates to provide a system upgrade and maintenance of the existing SARANet database from January 1, 2014 to December 31, 2014; now, therefore be it

RESOLVED: That these funds will be made available the Measure Y Public Safety Act 2004 Fund (2251), Oakland Police Department Organization (107010), Account: Software and Professional Services (52213/54930), Measure Y Project (G261230), Program: Measure Y (PS11), and be it

FURTHER RESOLVED: That the Council finds that pursuant to Oakland Municipal Code Section 2.04.051.B for the reasons stated above and in the City Administrator's report accompanying this resolution, that it is in the best interests of the City to waive advertising and the RFP/Q process for services to be purchased under the proposed contract and so waives the requirements; and be it

FURTHER RESOLVED: That the City Administrator is hereby authorized to negotiate and execute a contract with Resource Development Associates in an amount not to exceed sixty thousand dollars (\$60,000) to provide SARANet database upgrade and maintenance from January 1, 2014 to December 31, 2014 to track Measure Y funded officers; and be it

FURTHER RESOLVED: That the City Administrator is hereby authorized to conduct all negotiations; execute and submit all documents, including but not limited to applications, agreements, amendments, modification, payment requests and related actions which may be necessary in accordance with this resolution's basic purpose, at no additional contract costs; and be it

FURTHER RESOLVED: That said agreement shall be approved as to form and legality by the Office of the City Attorney and placed on file in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, GALLO, GIBSON MCELHANEY, KALB, KAPLAN, REID, SCHAAF,
AND PRESIDENT KERNIGHAN

NOES -
ABSENT -
ABSTENTION -

ATTEST:

LATONDA SIMMONS
City Clerk and Clerk of the Council of the City
of Oakland, California