

CITY OF OAKLAND

AGENDA REPORT

FILED
OFFICE OF THE CITY CLERK
OF OAKLAND
2003 NOV 25 PM 5:24

TO: Office of the City Manager
ATTN: Deborah Edgerly
FROM: Oakland Police Department
DATE: December 9, 2003

SUBJ: A Report and Resolution Authorizing the City Manager, on Behalf of the City of Oakland, to Enter into a Contract Between the City of Oakland and McGuire Research Services, LLC, in an Amount Not to Exceed \$50,000, to Conduct a City-Wide Survey to Determine the Nature of Citizen Interaction with Police, for the Purpose of Gathering Statistics on Citizens' Experiences

SUMMARY

Staff requests that City Council approve a resolution authorizing the City Manager to enter into a contract between the City of Oakland and McGuire Research Services, LLC, in an amount not to exceed \$50,000 to conduct a city-wide survey to (1) measure the current quality of police-community relations; and (2) better understand issues affecting the public's use of the services provided by the Internal Affairs Department and the Citizens' Police Review Board.

This survey is the result of an innovative, grassroots collaboration between the Oakland Police Department, the Citizens' Police Review Board, People United for a Better Oakland (PUEBLO), and Sam Walker, a professor of criminal justice at the University of Nebraska at Omaha.

FISCAL IMPACT

The survey is budgeted at approximately \$100,000. Professor Walker and his graduate students have agreed to provide \$50,000 of work in-kind and the Oakland Police Department will fund the City's portion of the survey, not to exceed \$50,000, with the Federal COPS "Creating a Culture of Integrity" grant, Fund 2112, Org. 103511, Account 54919, Project No. G234410.

BACKGROUND

The Oakland Police Department is committed to improving customer satisfaction for the residents of Oakland. To this end, it is necessary for the Department to get beyond anecdotal knowledge and to collect data it may use to answer the following questions:

- When a resident has a negative experience
- When a resident has a positive experience
- What percentage of residents report the experiences
- What makes a person report, or not report

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- What percentage know how and where to report

The Oakland Police Department has been working with the Citizens' Police Review Board and PUEBLO to implement this project. We have been successful in recruiting Professor Sam Walker and his team to design the survey. Professor Walker is a nationally renowned expert on police accountability issues and he is the Chair of the Criminal Justice Department at the University of Nebraska.

McGuire Research Services, LLC, an independent, neutral third party, will conduct the city-wide survey.

This survey is consistent with the "Creating a Culture of Integrity" federal grant.

We will report the findings back to Public Safety Committee in the Spring of 2004.

KEY ISSUES AND IMPACTS

In order to make improvements in customer satisfaction and police relations, the Police Department needs more detailed information regarding the experiences of Oakland residents, the perceptions Oakland residents have of the police, and what impact those experiences and perceptions have on the behavior of residents. This information will allow the Department to identify its strengths as well as its areas for improvement.

SUSTAINABLE OPPORTUNITIES

Economic – No economic opportunities have been identified

Environmental – No environmental opportunities have been identified.

Social Equity – Improved relations between the police and the community.

DISABILITY AND SENIOR CITIZEN ACCESS

There is no impact on the accessibility of residents with disabilities and/or senior citizens.

RECOMMENDATION

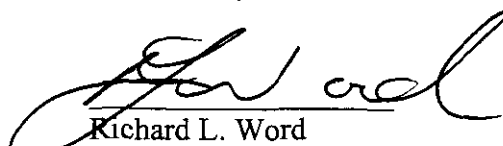
Staff recommends that City Council accept this report and approve the resolution authorizing the City Manager to enter into a contract between the City of Oakland and McGuire Research Services, LLC, in an amount not to exceed \$50,000.

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ACTION REQUESTED OF THE CITY COUNCIL

Accept this report and approve the resolution authorizing the City Manager to enter into a contract between the city of Oakland and McGuire Research Services, LLC, in an amount not to exceed \$50,000.

Respectfully submitted,



Richard L. Word
Chief of Police

Prepared by: Alex Nguyen
Office of the City Attorney

APPROVED FOR FORWARDING TO
THE PUBLIC SAFETY COMMITTEE:



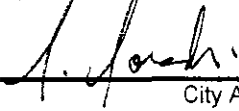
Office of the City Manager

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OAKLAND CITY COUNCIL

Approved as to Form and Legality


City Attorney

RESOLUTION No. _____ C.M.S.

RESOLUTION AUTHORIZING A PROFESSIONAL SERVICES AGREEMENT BETWEEN THE CITY OF OAKLAND AND MCGUIRE RESEARCH SERVICES, LLC, IN AN AMOUNT NOT TO EXCEED \$50,000, TO CONDUCT A CITY-WIDE SURVEY TO DETERMINE THE NATURE OF CITIZEN INTERACTION WITH POLICE, FOR THE PURPOSE OF GATHERING STATISTICS ON CITIZENS; EXPERIENCES.

WHEREAS, The Oakland Police Department is committed to improving customer satisfaction for the residents of Oakland; and

WHEREAS, the City Council finds that this contract is for services of a professional nature; and

WHEREAS, the City Council finds that services under the contract will be temporary; and

WHEREAS, the Council finds that this contract shall not result in the loss of employment or salary by any person having permanent status in the competitive service; and

WHEREAS, contracts requiring professional or specialized services are exempt from competitive bidding pursuant to chapter 2.04 of the Oakland Municipal Code; and

WHEREAS, budgeted funds are available from Police Department's federal COPS "Creating a Culture of Integrity" grant, Fund 2112, Org. 103511, Account 54919, Project No. G234410; now therefore, be it

RESOLVED: That the City Council hereby finds and determines that services provided pursuant to the contract authorized hereunder are of a professional, scientific or technical nature and are temporary in nature; and be it

FURTHER RESOLVED: the City Council hereby authorizes the City Manager to negotiate and enter into an agreement in an amount not to exceed \$50,000 for the period January 1, 2004 to March 30, 2004 with McGuire Research Services, LLC, to conduct a city-wide survey to determine the nature of citizen interaction with police, for the purpose of gathering statistics on citizen's experiences; and be it

FURTHER RESOLVED: That the City Council hereby authorizes the City Manager to execute any further documents necessary to implement this resolution; and be it

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FURTHER RESOLVED: That the City Manager is authorized to modify, extend or amend said agreement provided that no additional funds will be allocated without prior Council approval; and be it

FURTHER RESOLVED: That the agreement shall be reviewed by the City Attorney as to form and legality and a copy placed in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____, 20_____

PASSED BY THE FOLLOWING VOTE:

AYES- BROOKS, BRUNNER, CHANG, NADEL, QUAN, REID, WAN and PRESIDENT DE LA FUENTE

NOES-

ABSENT-

ABSTENTION-

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ATTEST: _____

CEDA FLOYD
City Clerk and Clerk of the Council
of the City of Oakland, California

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