

CITY OF OAKLAND
AGENDA REPORT

2009 MAR 11 11:55 AM
City Administrator

Attn: Dan Lindheim
From: Police Department
Date: March 24, 2009

Re: An Informational Staff Report from the Police Department on the Proposed 2009-2011 Performance Measures

SUMMARY

The Police Department has developed performance measures for the Fiscal Year Period of 2009-2011 as part of the proposed budget. Performance measures represent the goals set forth by the Police Department in its efforts to provide the highest caliber of security, protection, and crime reduction for the City (Attachment A).

FISCAL IMPACT

This is an informational report; therefore no fiscal impact statement is included.

KEY ISSUES AND IMPACTS

The Police Department understands the need to be fully accountable for its performance of services throughout the City of Oakland. While under the scrutiny of the court, and bound by mandates of the Negotiated Settlement Agreement (NSA), the administrative functions of the agency are continually evaluated by commanders and managers of the Department in an effort to improve operations. Establishing performance measures that relate to the internal infrastructure of the Police Department is a vital step in the Department's progress to improve service to the community.

The economic and political climate has brought further vigilance and focus on Police Administration, making it more effective in meeting mandates set forth by the Mayor and City Council. Creating sound performance measures that represent the Department's efforts to provide outstanding service to the community reflects not only the Department's commitment to growth and progress, but the City's support of its efforts.

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SUSTAINABLE OPPORTUNITIES

Economic: There are no economic opportunities identified in this report.

Environmental: There are no environmental issues identified in this report.

Social Equity: It is important to note that the established performance measures aim at enhancing the quality of life for the residents of Oakland.

DISABILITY AND SENIOR ACCESS

There are no ADA or senior citizen access issues identified in this report.

RECOMMENDATION / RATIONALE

Establishing quality performance measures will help identify ways to overcome the challenges and some of the obstacles facing the Department.

Staff recommends acceptance of this report.

ACTION REQUESTED OF THE COUNCIL

This is an informational report; therefore, no action is requested of the Council.

APPROVED AND FORWARDED TO
THE PUBLIC SAFETY COMMITTEE:

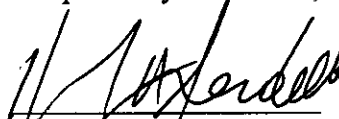


Office of the City Administrator

Attachments:

A. Performance Measures

Respectfully submitted,


Howard A. Jordan
Acting Chief of Police

Prepared by:
Gilbert Garcia
Bureau of Administration
Oakland Police Department

And

Juanita M. Velasquez
Bureau of Administration
Oakland Police Department

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Agency / Department: Police Department
Program Name (Code): Agency Wide Admin PS01
Program Description: This program provides agency-wide administrative functions including executive leadership, fiscal services, personnel services, and information technology.
Contact Person: Acting Chief of Police Howard Jordan; Gilbert Garcia

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Number of annual compliance audits conducted	5	7	6	7	7	

Agency / Department: Police Department
Program Name (Code): Internal Affairs PS02
Program Description: This program investigates citizen complaints and helps resolve disputes arising from
Contact Person: Captain Eric Breshears

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Percentage change from prior year in force complaints	83.50%	57%	-25%	-10%	-10%	Goal is negative number, or decrease. A positive integer represents an increase.
1)	Percentage change from prior year in bias complaints	3.70%	44%	-25%	-10%	-10%	

Agency / Department: Police Department
Program Name (Code): Criminal Investigations PS03
Program Description: This program investigates criminal activity and develops cases for the prosecution of crimes.
Contact Person: Captain Steven Tull

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Percentage of Part I Violent Crime, excluding homicides, from prior year.	-11%	-52%	-5%	-50%	-52%	
2)	Percentage of Part II Violent Crime, from prior year.	15%	2%	-5%	-5%	-6%	
3)	Percentage of homicides from prior year.	11%	0%	-10%	-10%	-10%	
4)	Percentage of investigated cases presented to District Attorney.	44%	48%	19%	50%	50%	
5)	Percentage of completed investigated cases <u>charged by District Attorney.</u>	34%	34%	80%	40%	45%	The reference "charged by DA" has been inserted for clarity.
6)	Percentage of actual homicide cases investigated that are cleared.	41%	32%	25%	41%	49%	
7)	UCR homicide clearance rate.	41%	28%	53%	41%	49%	
8)	Percentage of cases <u>not charged by the District Attorney refused to prosecute for lack of evidence.</u>	N/A	14%	20%	10%	10%	The changes were made for clarity.
9)	Average monthly case load for investigators.	27					
		50	20	40	15	15	

Agency / Department: Police Department
Program Name (Code): Criminalistics PS05
Program Description: This program analyzes and documents evidence for the prosecution of crimes.
Contact Person: Mary Gibbons

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Identification rate with CAL-ID on latent print	32%	31%	30%	30%	30%	
2)	Percentage of violent crimes cases in which perpetrators are identified through DNA typing and database searches	40%	33.30%	35%	35%	35%	Slight changes to render grammatically correct.
3)	Analyze sexual assault kits in active cases collected by the Department-	N/A	N/A	40%	80%	80%	New performance measure, no prior year data available.

Agency / Department: Police Department
Program Name (Code): Research & Planning & Crime Analysis PS06
Program Description: This program analyzes crime statistics and recommends plans for the effective deployment and use of resources.
Contact Person: Marie Mason

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Percentage of Daily Crime Reports showing citywide Part One crime statistics created and published each weekday except holidays.	N/A	95%	95%	95%	95%	
2)	Number of completed data and map requests illustrating crime patterns, trends, clusters, and other vital information.	N/A	280	500	250	250	The FY 2008-09 target goal of 500 cited last year was in anticipation of additional staff that we did not get; 250 is more accurate.

Agency / Department: Police Department
Program Name (Code): Police Records PS07
Program Description: This program maintains all non-traffic police crime-related reports and records.
Contact Person: Millie Crossland

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Percentage of daily crime reports developed, maintained and distributed to Crime Analysis prior to 9:00 a.m. on weekdays, except holidays	97%	90%	95%	95%	95%	
2)	Percentage of crime reports assigned to an investigative unit, reproduced and distributed within 16 hours of arrival.	99%	90%	95%	95%	95%	
3)	Percentage of monthly Federal and State Uniform Crime Reports compiled, validated and submitted to California Department of Justice by the 10th working day of each following month.	N/A	50%	100%	95%	100%	New measure in FY07-09 Budget; not tracked prior to FY 07-08.

Agency / Department: Police Department
Program Name (Code): Communications PS08
Program Description: This program manages the emergency 911 call system and all calls for service and dispatches appropriate emergency response personnel.
Contact Person: Lieutenant Michael Johnson

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Percentage of "A" priority " <u>Priority 1</u> " calls broadcast-dispatched within 1 minute of the time it is received	32%	32%	75%	75%	75%	Priority "A" calls are now identified as "Priority 1" calls. A call is considered dispatched when the information regarding that call is broadcast and acknowledged by a unit (s) that they are now responding.
2)	Percentage of "A" priority " <u>Priority 1</u> " calls broadcast-dispatched within 1 to 5 minutes of the time it is received	67%	67%	100%	100%	100%	Goal is to dispatch 100% of the "Priority 1" calls that were not dispatched in the first minute within the next 4 minutes.
3)	Average seconds to answer a 911 call	7.25	7.25	10	10	10	
4)	Average seconds to answer a non-emergency call	N/A	N/A	75	75	75	

Agency / Department: Police Department
Program Name (Code): Police Training PS09
Program Description: This program manages Basic and In-Service training for sworn and civilian employees mandated by Peace Officers Standards and Training (POST) and the Negotiated Settlement Agreement.
Contact Person: Lieutenant Johnny Davis

Program Related Performance Measures

	Measure	FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Percentage of sworn members provided with 40 hours of basic in-service training every 18 months.	96%	96%	95%	95%	95%	
2)	Percentage of the sergeants provided with 40 hours of supervisory training every 18 months.	99%	95%	95%	95%	95%	
3)	Percentage of the commanders/managers provided with 40 hours of command training every 18 months.	100%	100%	95%	95%	95%	
4)	Percentage of the newly promoted sergeants provided with 80 hours of supervisory training within six months of promotion	100%	100%	95%	95%	95%	
5)	Percentage of the newly promoted commanders provided with 104 hours of command school within six months of promotion	100%	100%	95%	95%	95%	
6)	Provide tactical driving training to drivers involved in preventable collisions within 6 months of the collision	N/A	50%	50%	N/A	N/A	Agency is requesting to remove these performance measures as they are not NSA-mandated. Due to time constraints, emphasis will be placed on accomplishing performance measures 1 through 5, which are court and Peace Officer Standards and Training (P.O.S.T.) mandated.
7)	Provide tactical driving training to drivers involved in preventable collisions within 12 months of the collision	N/A	92%	100%	N/A	N/A	

Agency / Department: Police Department
Program Name (Code): Patrol PS11
Program Description: This program provides police patrol, general investigation, community policing, and crime prevention.
Contact Person: Deputy Chief David Kozicki

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Percentage reduction in employee preventable vehicle collisions, from prior year	-100%	-11%	10%	10%	5%	
2)	Percentage increase on the number of problem-oriented policing projects	N/A	N/A	N/A	25%	5%	New performance measure, no prior year data available.

Agency / Department: Police Department
Program Name (Code): Vice/Narcotics PS12
Program Description: This program provides investigative services and support for field units for the prevention, intervention, investigation, and prosecution of vice and narcotics crimes.
Contact Person: Lieutenant Darren Allison

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Percentage increase from prior year in vice-related arrests	8%	6%	10%	5%	3%	
2)	Percentage increase from prior year in narcotics-related arrests	14%	6%	10%	5%	5%	

Agency / Department: Police Department
Program Name (Code): Special Operations PS13
Program Description:

This program provides support services including school police, neighborhood service coordinators, reserves, and air support.
 Contact Person: Captain Edward Tracey; Adam Parascandola

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Percentage increase in volunteer reserve staffing	-7%	0%	25%	25%	25%	
2)	Percentage of <u>priority</u> calls for service made to the Animal Shelter responded to within 24 hours of receipt	N/A	75%	90%	95%	95%	
3)	Increase in the investigation and presentation of cruelty to animal cases to the District Attorney	N/A	0%	95%	25%	25%	
4)	Increase number of animal adoption	N/A	N/A	N/A	10%	10%	New performance measure, no prior year data available.

Agency / Department: Police Department
Program Name (Code): Traffic Operations PS14
Program Description:
 Contact Person: Lieutenant Anthony Banks

This program promotes traffic safety, investigates traffic complaints, and enforces traffic and vehicular laws.

Program Related Performance Measures

Measure		FY 2006-07 Actuals	FY 2007-08 Actuals	FY 2008-09 Target	FY 2009-10 Proposed Target	FY 2010-11 Proposed Target	Notes
1)	Percentage of complaints resolved/addressed within 30 days	100%	100%	100%	100%	100%	