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AGENDA REPORT

2010 APR -1 PM 1:16

To: Office of the City Administrator

Attn: Dan Lindheim

From: Department of Information Technology and Police Department

Date: April 13, 2010

Re: **A Semi-Annual Informational Report From the Oakland Police Department and Department of Information Technology on the Completion Installation, Integration, and Training of the In-Car Video Management System (ICVMS), and Extension of the Video Network and Security Infrastructure to Support Secure Video Transmission and Related Installation Services**

SUMMARY

As requested by the Rules and Legislation Committee, staff has prepared this semi-annual informational report from the Oakland Police Department (OPD) and Department of Information Technology (DIT) on the status of installation, integration, and training on the In-Car Video Management System (ICVMS), and extension of the video network and security infrastructure to support secure video transmission and related installation services.

FISCAL IMPACT

On July 14, 2009 the Department of Information Technology and the Oakland Police Department submitted a report seeking authorization to complete the In Car Video Management System project. The request was approved by Council Resolution No. 82206 C.M.S., which authorized the City Administrator to complete the In-Car Video project installation and purchase the two years of maintenance on all project equipment with the use of unused Project funds in the total amount of \$720,000, including the agreement with Digital Safety Technology (DST) for an amount not to exceed \$350,000 to complete the 101 police cars, purchase storage and backup equipment for an amount not to exceed \$90,000, purchase maintenance and support services for the network and security equipment in an amount not to exceed \$153,500, and purchase other miscellaneous user equipment, maintenance for an amount not to exceed \$126,500 for two years. The project was planned to be completed by using the remaining funds previously authorized by Resolution No. 80127 C.M.S., on September 19, 2006. At that time, the respective Departments requested to enter into an agreement with Digital Safety Technologies (DST) to get the current system fully functional. After four months of contract negotiations, finally both parties agreed upon the terms and conditions of the contract, scope of work, payment schedule and project timeline, however the contract has not yet been signed by both parties due to technological advancements in the use of video imaging, high maintenance and operations costs, depleting resources in both OPD and DIT, and financial risks associated with the vendor. So far none of the authorized funds for the In-Car Video Project have been spent, and will only be utilized once a decision is made concerning future direction of the project.

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Staff is currently evaluating alternative video technologies to possibly supplement or replace the ICVMS. There will be fiscal impacts in the future depending on the decision to either implement the pending contract, or seek a different solution.

The ICV maintenance will start two years from date of complete implementation. Staff anticipates an increase of approximately \$159,000 per year in the annual IPSS Maintenance Fund (IP 62), which will be reflected in the FY 2013-2015 internal service charge increase to the Police Department. The estimated annual maintenance for the entire system will allow for payment of the maintenance and support for all the equipment and software deployed for this project.

BACKGROUND

The In-Car Video Management System project was authorized by Council Resolution No. 80127 C.M.S., on September 19, 2006. The City entered into a Product and Services Agreement with Integrian, Inc. on March 7, 2007. Project implementation began shortly thereafter but was plagued with problems from the beginning. On or about November 1, 2008, Integrian, Inc. (the original vendor) stopped all work on the project. On or about December 10, 2008, the Department of Information Technology learned that Integrian, Inc. had become insolvent¹.

On March 23, 2009, the City terminated the Integrian, Inc. Agreement and gave the Company notice of the termination. Throughout these events, the City and DST had conducted discussions on whether and how work could continue to complete the Project. Those discussions have led to the current proposed contract.

On July 14, 2009 DIT and OPD submitted a report to the Public Safety Committee detailing the issues related to this project. At that time, the respective Departments requested authorization to enter into an agreement with Digital Safety to complete the ICVMS project. The contract has not been signed by both parties, pending exploration of other technologies to supplement and/or replace the ICVMS.

KEY ISSUES AND IMPACTS

The development of new technology in the intervening four years has opened up new possibilities to the Department that were not available when the In-Car Video Management System project first began. There is a litany of new and relatively inexpensive products that the Department is researching.

¹ The City again attempted to reach Integrian by e-mail and by phone but Integrian did not respond. On February 19, 2009 (by certified mail) the City gave Integrian notice of its default of the Integrian Agreement and demanded that Integrian cure its default within 30 days of the Notice of Default, and failure to do so would result in termination of the Integrian Agreement.

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The Department does not want to spend precious city resources on this system if there are other new technological solutions that would work better. Finally, if a less expensive, more flexible solution can be deployed, than we owe it to the citizens of Oakland to take the time to explore it.

PROJECT DESCRIPTION

In the latest technological advances, few have impacted law enforcement as significantly as the use of In-Car Video cameras. The U.S. Supreme Court has referred to cameras as “the Silent Witness.” The In-Car Video camera has become another valued tool in an officer’s arsenal that confirms and assures the high degree of professionalism they demonstrate daily in the performance of their duties. The 2004 International Association of Chiefs of Police (IACP) In-Car Camera Study demonstrated that 97 percent of the citizens polled across the U.S. support the use of in-car cameras for law enforcement. While law enforcement views the acquisition of camera technology as a means to demonstrate their professionalism and increase officer safety, the public views cameras as a means to guard against abuse. Recently, other video technologies have developed and emerged as the supplement and possibly replacement of the In-Car Video cameras.

Due to the recent technological advancements in public safety video technology, ease of use, device portability, and cost effectiveness to maintain, staff has been forced to evaluate the other possible solutions available in the market place. Considering the technological challenges faced by the City in deploying the ICVMS solution, staff is evaluating the following three options:

Technology	Pros	Cons
In-Car Video	<ul style="list-style-type: none"> • Proven Technology and already in use by OPD and many other Law Enforcement agencies (LE) • Contract is pending for signature • Infrastructure is in place to support the deployment • Highly Scalable • Full chain of custody • Specifications are developed and ratified by the IACP committee 	<ul style="list-style-type: none"> • High Maintenance • Require resources to support it • Many moving parts

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Pen Camera	<ul style="list-style-type: none"> • High Portable • Very low maintenance • Low Cost • Like a personal tool 	<ul style="list-style-type: none"> • Not a proven/tested technology by the Public Safety personnel • Video quality not known • Not ratified by IACP or similar organizations • Chain of custody unknown
Head Camera	<ul style="list-style-type: none"> • Portable • Low maintenance • Medium Cost • Product is commercially available for the LE market • Reasonable Video Resolution 	<ul style="list-style-type: none"> • Not a proven/tested technology by the Public Safety personnel • Video quality not known not ratified by IACP or similar organizations • Chain of Custody unknown

Currently staff is evaluating all three options, and OPD is testing the usability of the two personal video solutions. There are five personal camera systems being explored:

- VIEVU PVR-PRO 2
- PVR-LE2
- Kodak Zi8
- Mino HD

The products listed above are personal video recording devices that officers can wear concealed on their safety equipment. Officers can use the camera to record contacts and critical situations. This recorded information can then be downloaded to a server for preservation for use in Court, Internal Affairs, Training and other situations the Department identifies. The approximate cost of this type of camera ranges from \$200 - \$300 each.

Additionally, the Department is scheduled to begin a 60 – day trial evaluation period on April 1, 2010, of a tactical audio-video recording device that is worn by police officers that is manufactured by TASER (Head Camera). The device consists of an audio-video earpiece imager, speaker and microphone that integrates into the communications loop between existing radios and the communications headset, recording video of critical incidents from the visual perspective of the officer. The advantage of this device over an in-car video solution is that it is not restricted to the field of view of the vehicle. Another advantage is TASER’s long-standing presence in the marketplace. Unlike the experience the City has had with the ICVMS vendors it has selected, TASER will be able to provide continued support if the City selects their product. This trial evaluation is at no cost to the City. Any alternative solution that the staff eventually recommends will be brought to Council for consideration.

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SUSTAINABLE OPPORTUNITIES

Economic: The greatest economy of savings will be realized in the potential of significant reduction in liability claims and payouts.

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

Social Equity: Use of an ICVMS or similar recording device could dramatically reduce the number of lawsuits levied against the Police Department and the City. The system could provide strong evidence that officers interacted appropriately with citizens by documenting evidence of confrontations. A major realization noted by agencies that use this system is that officers and citizens both appear to behave more appropriately when they know they are being recorded.

DISABILITY AND SENIOR ACCESS

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

RECOMMENDATION

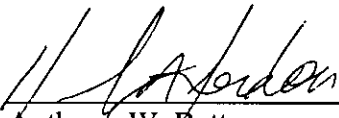
Staff recommends acceptance of this report.

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ACTION REQUESTED OF THE COUNCIL

Staff requests that the Council accept this report.

Respectfully submitted,

For 

Anthony W. Batts
Chief of Police



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Department of Information Technology

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APPROVED AND FORWARDED TO THE
PUBLIC SAFETY COMMITTEE:



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