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January 13, 2004

Chairperson Larry Reid and Members
Public Safety Committee
Oakland City Council

Re: Reorganization of Neighborhood Service Delivery

Chairperson Reid and Members of the Committee:

This report responds to a request from the Public Safety Committee for a follow up report on the reorganization and enhancement of neighborhood services delivery under the leadership of the new Coordinator of Neighborhood Services. This position was authorized and funds were appropriated by the City Council in the City Manager's (CMO) FY 2003-05 budget (Fund 1010, Organization 02111). No action is required of Council at this time.

Background

In November 2002, the City Manager's Office proposed to consolidate City departments' neighborhood serving staff, including the Police Department's Neighborhood Services Coordinators (NSCs), in a new division under the supervision of a Director of Neighborhood Services within the CMO. Council, however, did not authorize creation of the new division. During 2003-05 budget deliberations, Council authorized a new position of Coordinator of Neighborhood Services in the CMO to provide training, leadership and supervision for NSCs, and to assist in integrating other city services, including Service Delivery System (SDS) teams, with their crime prevention work. The Violence Prevention Plan, adopted by Council in late July 2003, reiterated the need for a Coordinator of Neighborhood Services in the effort to build capacity for neighborhood problem solving and link it to the delivery of city services.

Since then, a team representing CMO, OPD, and Council offices has solicited input from stakeholders regarding the City's systems of neighborhood service delivery and the role of a Coordinator. The Community Policing Advisory Board (CPAB), the Neighborhood Services Coordinators, SDS team leaders, City Council offices, and Oakland Police Department staff provided input.

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Services Coordinators, SDS team leaders, City Council offices, and Oakland Police Department staff provided input.

Coordinator of Neighborhood Services position

The new Coordinator of Neighborhood Services will oversee the NSCs, in conjunction with the PSA Lieutenants. The Coordinator will provide training and supervision for the NSCs in the areas of community outreach, community problem solving and consensus building, and communications. He/she will work with the PSA lieutenants to set performance expectations and work programs for each of the NSCs, and to conduct their annual performance appraisals. He/she will provide a direct link from the City Manager's office to the CPAB, the SDS teams and the resources of all City Departments to assist NSCs and neighborhood organizations with preventing crime and improving the quality of life.

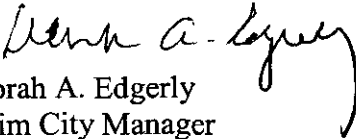
The PSA Lieutenants will continue to direct NSCs day-to-day regarding community participation in identifying crime and crime prevention issues, and supporting law enforcement and investigations. The added leadership, support and oversight from the Coordinator of Neighborhood Services will expand and focus community outreach within each police beat; provide new communications tools and visibility to expand community participation in Neighborhood Crime Prevention Councils (NCPC); and streamline coordination with City departments and other governmental agencies to achieve NCPC priorities.

At this time, I am meeting with OPD command staff and PSA lieutenants to ensure that the dual leadership and oversight of the NSCs is well organized and understood. I am working with the Office of Personnel to begin the recruitment and hiring process, and I anticipate that a selection will be made within the next 60 days.

ACTION REQUESTED OF THE CITY COUNCIL

It is recommended that City Council accept this status report on the reorganization of neighborhood services delivery.

Respectfully submitted,


Deborah A. Edgerly
Interim City Manager