

CITY OF OAKLAND

Memorandum

TO: Bureau of Investigation
ATTN: Deputy Chief Jeffrey Israel
FROM: Frank I. Alliger
DATE: 08 FEB 08

RE: False Alarm Reduction Unit (FARU), Annual Report 2007

STAFFING

IAD Staffing Data

Throughout the 2007 year, the following staffing assignments were in place and are identified in Table 1 below.

Table 1

FARU STAFFING ASSIGNMENTS FOR YEAR 2007

CLASSIFICATION	AUTHORIZED	FILLED	LOANED	VACANT
Sergeant of Police	0	1	1	0
Police Services Technician II	1	1	1	0
Temporary Services Employees	2	2	0	0
TOTALS	3	4	2	0

The FARU is primarily staffed by one employee, a Police Service Technician II (PST II) who is assisted by two Temporary Services Contract Employees (TSCEs). The two TSCE's were hired to assist with alarm permit renewals, data entry, and the increased volume in mail and citizen telephone calls.

Staffing Challenges

In order for the FARU to run successfully, in terms enforcing false alarm fines, the accounting and technical functions; the program needs to be redefined, staffed and budgeted. The FARU does not have the budget and staffing to handle these administrative needs; tracking of false alarms, billing and collection of false alarms fines. As a result, the program has successfully focused on renewing existing permits and registering new alarm installations.

Other Staffing Data

Long-term illness/absences: none reported

Temporary re-assignments: none reported

Hiring Freezes: not applicable to this Unit

Promotion Information: Sgt. Tam Dihm was promoted to Sergeant of Police, and was transferred to the Patrol Division. He is periodically on loan to the FARU; and performs various work tasks for the Unit on overtime.

Retirement Information: none occurred

Staffing Transfers: See Promotion Information above.

FISCAL MANAGEMENT REPORT

The FARU's annual budget is \$155,805.77. The over-spent variance balance of \$6,597.28 is a result of unbudgeted operations management. This is the result of insufficient budget for Personnel and Overtime costs. Additional Personnel and OT expenditures include the following: July 2007 – January 2008, two temporary services employees hired for a 40 hour work week; and July 2007 – January 2008, OT costs for one PST II.

Table 2

Fiscal Management of O & M and Grants

DESCRIPTION	BUDGET APPROPRIATION	ACTUAL EXPENDITURES	VARIANCE
Operations and Maintenance	\$81,837.77	\$81,837.77	\$0
Grants	\$0	\$0	\$0
Personnel	\$73,968	\$78,530.77	<\$4,562.77>
Overtime	\$0	\$2,034.51	<\$2,034.51>
TOTALS	\$155,805.77	\$162,403.05	<\$6,597.28>

TRAINING

There is one Police Services Technician II (the only FTE in the unit) she has completed the following training and is current on all Negotiated Settlement Agreement (NSA) Training to date.

Table 3

Table of Training Completed

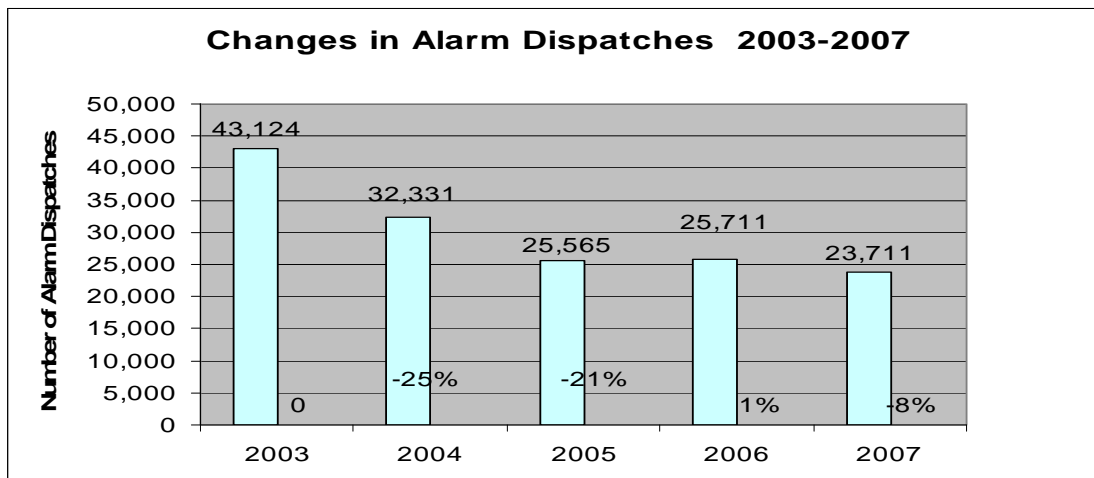
SUBJECT	TRAINING DATE	CERTIFICATION	GRADE	COMPLETED	TRAINING TIME
TB V-T – Dept. Discipline Policy	5/30/2007	None	P	Yes	0.5
Memo: Promotional Consideration	1/16/2007	None	P	Yes	0.5
DGO C-8: OC NSA Task 20	1/31/2007	None	P	Yes	0.5
FARU Annual Symposium False Alarm Reduction Assn.	4/23/2007	None	P	Yes	40.0
TOTAL					41.5

SIGNIFICANT ACCOMPLISHMENTS

As of the publication of this report, approximately 60% of alarms in the city of Oakland have valid permits. More importantly, the number of false alarm activations has continued to decrease since year 2003.

We attribute the drop in 933 calls (burglary calls) to the increased awareness of the false alarm problem among alarm users. The following graph is a comparison of alarm dispatches for the period of January 1st and July 31st of each year illustrated below.

Table 4
Comparison of Changes in Alarm Dispatches



PRODUCTIVITY PERFORMANCE DATA

A total of 18,506 registration and permit renewal packets were sent out in September 2007 by the FARU. This total includes alarm users who did not register the previous year, but were identified through an internal examination of the database.

The numbers in Table 5 are based upon a 100% response rate to the current renewal mailing.

2007 Permit Activity and Revenue Summary

DESCRIPTION	QUANTITY	PROJECTED REVENUE	REVENUE
New Installs	2,184	0	\$62,680.00
Renewals	18,506	\$504,820.00	\$504,820.00
Delinquent Permits & Alarm Systems from New Companies	0	N/A	N/A
TOTALS	20,690	\$504,820.00	\$567,500.00

Performance Data - continued

The FARU had no associated data for the specific productivity performance areas below:

Citations Issued:	N/A	Projects Closed:	N/A
Arrests:	N/A	Vehicles Towed:	N/A
Audits Completed:	N/A	Warrants Cleared:	N/A
Cases Investigated/Cleared:	N/A	Warrants Written:	N/A
Community Mtgs. Attended:	N/A	Warrants Served:	N/A
Policies Completed:	N/A	Other:	None

Other Performance Data

The FARU had no associated data for the other productivity areas identified below:

Use of Force (all levels):	N/A
Personnel Complaints:	2
Vehicle Pursuits:	N/A
Preventable Vehicle Collisions:	N/A

PLANS AND GOALS

Full alarm ordinance implementation stalled in 2006 due of lack of staffing, budget constraints and inherent deficiencies in the ordinance that hindered efficient administration. The FARU is currently working to revise the ordinance and determine staff responsibilities for the Program.

Research on false alarm ordinances from nine other cities was recently conducted and the findings are currently being reviewed by staff; so that the best practices can be incorporated in a new draft of the ordinance. These new best practices will maximize use of police officer's time, create greater efficiency in administrative procedures and establish new billing costs.

The current plan is that during the first quarter of 2008; the FARU will redraft the Burglar Alarm Ordinance, request budgeting for the program, and prepare a Request for Proposal to outsource the Program. The outsourcing is at the direction of the City Administrator, and the Program will be transferred to the Bureau of Administration during FY '08 – '09. This action will provide for full operation of the billing and collection components of the program, and further the primary goal of reducing false alarms. This will result in reducing the amount of time Police Officers spend responding to false alarms. They will now better utilize their time by responding to more citizens' calls for service.

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False Alarm Reduction Unit
Identification Division

Report Revised April 24, 2008
Carolyn F. Marsh

Approved and Forwarded,

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Bureau of Investigation