

APPENDIX C

CITY OF OAKLAND

Memorandum

To: Dir. Debra Taylor Johnson
From: Information Technology Unit
Date: January 31, 2008

Re: **ANNUAL REPORT FOR 2007**

In accordance with Departmental General Order A-7, the following is the Technology Unit's Information for the 2007 Management Report/Annual Report:

The Information Technology Unit provides technical support to the Police Department in the following key areas:

- Compiling, Publishing, and Reviewing of Requests for Proposals (RFP's) for the Police Department on IT projects.
- Assisting Management personnel in the review of RFP responses, creating Evaluation Criteria, Site Visits, Reference Checks, and final Vendor Selection.
- Negotiating IT contracts and developing a defined Scope of Work for professional services and IT projects required by the Police Department.
- Overseeing, coordinating, and ensuring appropriate information technology is in place and well maintained.
- Project Management of all new technologies introduced into the Police Department.

Staffing

Officer Kris Botelho is assigned to the unit to manage the department's implementation of the FBR System; assisted by temporary employee Yolanda Manion. PST Angel Coogler was temporarily assigned to this unit to assist with the implementation of the InCar Video System. Retired Sergeant Doug Wayne has been hired as an annuitant to assist with the implementation of Telestaff System, which is a Personnel Management Software.

The unit authorized staffing level includes one sergeant and one officer, however, the staffing level is inadequate for the volume of work and expectations of the department.

Fiscal Management

Appropriation Categories	Budget Appropriations	Actual Expenditures	Difference
O & M	\$124,680	\$119,338	\$5,322
Grants	\$39,904	\$30,421	\$8,292
Personnel (excluding O/T)	\$328,050	\$418,898	<\$90,848>
Overtime	\$15,468	\$27,609	<\$12,141>

Training Provided by Unit Personnel

In 2007, as a segment in the implementation of the FBR System deployment, this unit trained 56% of the department's personnel who require this training and 96 % or 824 personnel were trained over the past 18-month period...the remaining 4% will be trained in 2008. This unit also taught CAD and Introduction to Technology during this year's Oakland Police Recruit Academies.

This unit has trained 10% of the department's staff on the Telestaff Personnel Management System; the remaining personnel will be trained in 2008.

Significant Accomplishments

Technology Unit

- Implementation of the laptop program: The Oakland Police Department has decided to issue individual laptops to each field officer. The laptops will replace the obsolete Mobile Data Terminals that are currently in use in patrol vehicles. The laptops are state of the art machines and will allow officers to write and transmit reports while outside of their vehicle. This technology is in unison with the Oakland Police Department's Community Policing Philosophy. Laptops will enable officers to operate anywhere in the city and provide the citizens with police services more efficiently.
- Implementation of In Car Video System: The Incar Video System allows for both vehicle stops and pedestrians stops to be digitally recorded from a Police Car. This system records both video and audio, providing complete documentations of events. This is an invaluable evidence tool for the Oakland Police Department for evidence in the courts and during internal investigations.
- Implementation of License Plate Recognition Reader: This system takes photos of license plates and stores the image and location where the photo was taken onto a server. It also compares wanted license plates and notifies the officer when the plate is wanted.

- Implementation of the Shotspotter System: This system captures the sound of gunfire and utilizes GPS input to show the location of shots fired. The effective use of this system will allow officers to respond to shootings prior to being reported by citizens.
- Implementation of “PowerVu” power management system: This software allows the computer to shut down applications and turn the computer off if the vehicle’s battery has low voltage.
- Implementation of EVDO Communications: EVDO is cellular communications operating on a public network. This technology has the bandwidth and speed to download photos and video into our vehicles.
- Design of Police Vehicles: The Oakland Police department recently purchased 88 new vehicles. It was determined that the current design of the vehicles was not conducive to effective policing. We have re-designed the vehicle to support all new equipment in the vehicle while providing improved ergonomics for officers. The addition of new electronics in the vehicles created several unanticipated issues including concerns that electronics would drain the battery and create heat-causing damage to electronics in the trunk. These issues were remedied in the new vehicle design by using more efficient light bars and monitors with reduced power usage. The trunks were cooled by installing a fan on the rear deck, which distributes cool air from the cabin into the trunk.
- Telestaff testing and policy documentation: Telestaff will allow for an accurate daily staffing analysis of the entire Police Department as well as eliminate the need of time sheets. The information stored in the Telestaff Database is stored and retrievable.
- Mnemonics Pooling: This will allow our computers to share one DOJ Mnemonic instead of having one assigned to each computer. It is necessary to pool our mnemonics with the implementation of laptop computers, since we did not have enough to continue the static method.

Productivity Performance Data

IPSS CAD

The Tech Unit assists the Communication Division with the management and maintenance of the CAD system and users.

IPSS Law Records Management System

The Tech Unit has supported users throughout the year and provided training for the instructors of this system.

IPSS Mobile

The Tech Unit manages these systems and provides support to the users of these systems.

Mobile Computing

The laptops are replacing our traditional Mobile Data Terminals: The migration from MDT's to laptops began this year and will be completed during the second quarter of next year.

Plans and Goals

The primary goal of the Technology Unit is ensure that the Oakland Police Department is a leader in the field of technology. Our unit will continue to reengineer business process through technology to make us a more efficient and effective organization.

Our goal for next year is to implement a citywide camera system. The camera system will consist of city owned cameras, Port of Oakland Cameras, and privately owned cameras. The long-term goal is to allow officers to view live video of our city from their vehicle. The system will allow officers to respond effectively to calls for service and will deter crime simply by its presence. Further benefits will be identification of victims, witness and suspects. The camera system will reduce some of the fear of crime in our city.

We have received a COPS 2007 Grant, which will utilize to build an infrastructure for the transfer of data in our vehicles. The system will replace the public network of EVDO and provide use with a privately owned network. This system is a component of a regional system with San Francisco, San Mateo, Alameda County, and Contra Costa County to resolve interoperability issues in the region.

Additional technology systems that will be installed in the next two years:

- Mesh Technology: will provide live video into vehicles.
- Video Surveillance System will be implemented.
- Property Management System
- FBR Upgrade
- Telestaff Personnel Management System
- High Performance Data System
- Third Data Frequency
- Cop Logic online crime reports.
- Regional Radio Interoperability
- Mobile ID Stations
- An updated IPSS System
- VOIP

The Unit plans to continue management of the Network systems, Alameda County systems, desktop computers as well as stand-alone systems

Sgt. Ronald Yelder
Sergeant of Police
Information Technology Unit