

Bureau: Services **Division:** Records **Contact:** Deborah Fallehy

2007 Annual Report Publication Submission Form

Bureau Introduction (Staffing, Fiscal Management, Training):

I. Staffing

| Classification | Authorized | Filled | + / - |
|------------------------------------|------------|--------|-------|
| Administrative Services Manager II | 1 | 0 * | - 1 |
| Police Officer | 1 | 0 | - 1 |
| Police Records Supervisor | 4 | 4 | 0 |
| Administrative Assistant 1 | 1 | 1 | 0 |
| Police Records Specialist | 26 | 26 | 0 |

Currently, one of the Division’s Police Records Supervisors is filling the position of Administrative Services Manager II on an interim basis. Some tasks have been re-assigned to other staff, but most responsibilities still remain with that Supervisor. All administrative tasks redistributed to the other Police Records Supervisors are limiting their ability to adequately supervise the Division’s Police Records Specialists.

One Police Records Specialist was placed on long-term illness leave. This position will be come vacant because the essential functions of the position cannot be met by reasonable accommodation. There have been no temporary reassignments, promotions or hiring freezes effecting staffing levels during 2007.

The Division has been without a Warrant Service Officer since September 2007. The Division must direct citizens wanting to take care of their warrants to the Patrol Desk. The Department is in violation of warrant service due diligence by not being able to process warrant surrenders in a timely manner.

| Name | Title - Classification | Years of Service | Type of Retirement |
|---|------------------------|------------------|--------------------|
| Retirements | | | |
| Cage, Lenward | Police Officer | 9 | Service Disability |
| Separations “No Names” Reason | | | |
| There were no terminations or separations from the Division this year | | | |

II. Fiscal Management Report

FY 06-07

| Appropriation | Budget | Actual | |
|---------------|--------|--------|--|
| | | | |

| Category | Appropriation | Expenditures | Difference |
|-----------------|----------------|----------------|---------------|
| O&M | \$236,645.01 | \$237,202.86 | - \$557.85 |
| Grants | 0 | 0 | 0 |
| Personnel Costs | \$2,734,356.00 | \$2,694,706.34 | \$39,649.66 |
| Overtime | \$569,600.00 | \$959,414.09 | -\$389,814.09 |

O&M Overage – Funding for miscellaneous office supplies and paper is traditionally under-funded. The Records Division now uses more personal computer printers & toner supplies. These supplies were not considered in original funding requests.

Personnel Cost – The long-term vacancy caused by the retirement of Administrative Services Manager 1, Robert Fife, in 2006 contributes to surplus salary savings in this account.

Overtime Overage - The overtime difference is representative of four (4) full time PRS positions. Additional positions were requested for the FY07-08 Budget, but not approved. The Records Division was originally authorized 34 Police Records Specialists. These positions were de-funded approximately 3 years ago. Factors contributing to the overage include:

- Statutory Mandates – Despite attempts to do more with less, the Division still has “statutory mandates” which require the use of overtime to complete. The tracking, reconciliation and data entry of arrest reports received from Alameda County Sheriff’s Office booking facilities requires a minimum of 90 additional PRS hours per week. This work can only be done on overtime.
- Special Enforcement – Increased field activity (special projects) generated additional reports causing increased workload responsibilities that can only be addressed with overtime.
- Field Based Reporting - It was incorrectly assumed that the Records Division would realize a reduction in workload with the implementation of the Patrol Field Based Reporting System. The Records personnel are responsible for reviewing and forwarding these reports electronically to the investigative units. This can only be done after the reports numbers have been confirmed, location addresses have been validated, duplicate master names have been merged, and UCR data entry has been completed. The electronic submission of reports has simply changed the type of work to be done rather than eliminating it.
- Vacancy backfill – The Records Division is a 24/7 office that must be staffed at minimal levels at all times. Vacancies due to various leaves often result in below minimum staffing levels which must be adjusted with the use of overtime. The position of Administrative Services Manager II is being filled on an interim basis by a Police Records Supervisor. A Police Records Specialist has been tasked with some of the duties originally performed by the Supervisor currently assigned as Interim Manager. This has created a Police Records Specialist vacancy that requires backfill overtime.
- Public Records Request processing – An increase in public records act requests and the mandate to respond to all requests within 10 days requires overtime to meet deadlines.

III. Training Received and/or Provided by Unit Personnel

Division personnel received training in all NSA required updates and changes in Department General Orders and Procedures. Twenty-six Police Records Specialists, 1 Administrative Assistant 1, 1 Police Officer, and 4 Police Records Supervisors received training in CORI Audit-DOJ Requirements (M-9), Department Discipline Policy, Performance Appraisal updates (Task 21 & DGO B-6), Field Based Reporting, and DGO J-6 Red Light Camera Enforcement. The 4 Police Records Supervisors training included additional sessions on the Performance Management System (PAS/iPAS – DGO D-17), Workplace Harassment Prevention, Internal Affairs Investigations, ADA/Workers Compensation, Legal Update for Command, and Use of Force. The 1 Police Officer received all required training prior to his leaving the Division. The Interim Manager completed the aforementioned training and NIMS-ICR 100, 200, 300, 400, & 700 courses.

As a result of the Californian's Aware advocacy group's Public Records Act Survey published in February 2007, it was obvious that the Division needed to provide additional training regarding the California Public Records Act. A new process was developed by the Interim Records Manager, a SME on the subject of the Public Records Act, to provide better customer service and response to citizens' requests for information. Initial training was provided to the Records staff to ensure that all requests were received and processed in a timely manner. Monthly staff meetings are conducted by the Shift Supervisors to provide updates and appropriate feedback.

As a CLETS agency, all of the Records staff must re-certify their training on Department of Justice policies and procedures every other year. One of the Police Records Supervisors is a certified trainer. She successfully administered the required training to all persons required to re-certify during this year.

Overall, each of the 32 Records staff persons has received a minimum of 40 hours each of training through individual mandatory trainings and on-going on the job training.

Division Overview:

The Records Division is responsible for a variety of tasks, but its central purpose is to process and maintain the Department's files concerning all reported incidents, including crimes, arrests, towed vehicles, restraining orders, warrants, and teletypes, and to provide access to information as allowed by statute to the law enforcement community and the general public. Traffic collisions and Communications Division data is not maintained by the Records Division.

When reports are received, all data is entered into the Department's Records Management System. Information received electronically from field units are validated for quality assurance. The RMS system is the primary tool for locating and supplementing report information, and is the source for statistical reporting. The Records Division is responsible for preparing and submitting the Uniform Crime Report (UCR) and the Monthly Arrest and Citation Report (MACR) to the State of California.

The Division must be staffed on a 24-hour basis in order to manage the Department's main Teletype Unit. The State's CLETS policies and procedures require 10 min response on all confirmation type messages. Warrant and report information must also be available to the law enforcement community on a 24/7 basis.

Division staff also conducts background checks for outside law enforcement agencies, processes Peddler-Solicitor permits, and collects fees for most fee related transactions for the Department. All statute driving and court ordered record sealings are processed by Records.

Vehicles towed by the Department are entered into a State system and required notifications are made by Division personnel. The Division prepares and publishes the Departments Stolen Vehicle List (Hot Sheet) three times per day, and controls the release of vehicles that have been towed.

Significant Accomplishments:

- In December 2006, “Californians Aware” conducted a State-wide Survey of various police departments and assessed their ability to comply with the provisions of the Public Records Act. Most police agencies fared poorly. The Oakland Police Department received a score of F-. The Records Division took immediate action to remedy the situation and better enable citizens and organizations to access public records information in an efficient and timely manner. To accomplish this, the Records Division developed and implemented a new program to include:
 - New Department and Division Public Records policies and procedures. These policies and procedures are available to the public in hard copy and on-line.
 - A Public Records Act Access Web-page
 - Additional access points for requesting Public Records to minimize the wait in the Records Division
 - A centralized tracking system and Public Records Request Coordinator for all OPD public records requests.

As a result, the public is now able to make requests in person, by telephone, e-mail and by postal letters. A March 22, 2007 Oakland Tribune article commended the Oakland Police Department for its prompt and thorough response to the December 2006 audit. A new audit was conducted in October 2007. The Oakland Police Department demonstrated significant improvement with a score of A-.

- The processing of Citizen Crime reports received through the mail has been streamlined to ensure more timely review, data entry, & distribution to the Investigations Division. Backlogs have been reduced from 3-4 week turn-around to a 2-3 day turn-around.
- The implementation of the Public Records Request Coordinator shifted work previously accomplished during the First Watch shift. The First Watch shift has been able to focus attention on a significant backlog of Court Ordered record sealings. All sealing orders are now current.

Productivity Performance Data:

- Distribution of Reports – One of the Division goals was to ensure that 95% of daily crime reports were reproduced, maintained and distributed to Crime Analysis by 9:00 AM on weekdays, except holidays. The Division exceeded this goal with a distribution rate of 98.1% during the Calendar Year 2007.

- Distribution of Reports to Investigators - The Records Division performance goal was to reproduce, distribute, and assign to an investigative unit, all crime reports received from field units within 16 hours of arrival to the Records Division 95% of the time. The Division exceeded the goal with a 96.2% compliance rate.
- State and Federal Reporting – The Department’s monthly Uniform Crime Report was submitted on time 100% of the time.
- Negotiated Settlement Agreement Compliance Assessor’s Report – The required Task 38 report was submitted on time throughout the year.
- New Reports Processed – 99,323 reports were processed in 2007. This was down from 107,879 (-7.93% change) due to a backlog of reports from 2004 and 2005 carried into 2006 for processing.
- Towed Vehicles Processed – 20,965 stored vehicles were processed in 2007. This was down from 25,264 (-17.02% change) due to the reduction in some special enforcement projects by Patrol Division. Release fees collected were also down by 17.8%.
- Public Records Act Requests – The process of receiving and tracking the PRA requests have been totally restructured. A total of 1,845 requests have been processed in 2007. This is up 53.75% from 2006.
- Subpoena/Court Orders - & Court Ordered documents are down 41.4% (109 processed). The reduction in the total number processed can be attributed to the increase in Public Records Act requests.
- Record Sealings – Record Sealings are up 42.2% (128 processed). More requests to seal records are being generated at the Court level.

Other Performance Data:

- Two complaints were filed with the Internal Affairs Division against two individual Police Records Specialists in 2007. These complaints are still being investigated.
- Two Letters of Appreciation were received from the public by two individual Police Records Specialists.
- All Performance Evaluations have been completed for 2007.
- By NSA training and providing Crime/Arrest reports to the IMT and the OIG the Records Division directly supports the NSA and its goals for the Department.
- There were no vehicular collisions, uses of force, or IPAS issues recorded for any staff person in the Division for 2007

Plans & Goals:

- The Records Division has made progress over the past year in developing strategies to better monitor a variety of work tasks and to ensure work backlogs are prioritized and quickly minimized. Tasks are more evenly distributed and appropriate back-up personnel are being trained. Overtime equaling 4 FTE Police Records Specialists in 2007 has been necessary to maintain necessary levels of service.
- Implementation of On-line Reporting (Coplogic) – Coplogic has been purchased and integration with the Records Management System has been tested. This new Citizen on-line reporting tool will be implemented during the 1st Quarter of 2008. This system and the related process should free up valuable time for dispatchers, officers, and Records personnel.
- Data Conversion - The old RMS data has been successfully converted. The next step in this process will be the development of a standard query tool by DIT to provide access to this archived information via the IPSS network. The old RMS system (GEAC) will be retired and the data will reside on the same desktop as the LRMS system.
- Implementation of Océ scan to file for handwritten Incident reports - By developing scanning capabilities using the Océ copiers and the technology available through the Motorola Law Records Management System the Department can start moving toward a more efficient and effective system of receiving, distributing, and filing police information. The handling of paper reports will be greatly reduced.
- Increased Training – A more comprehensive training program for Records staff is being developed. More complete training on the use of computers, specifically Excel, and the Public Records Act will be made available. This additional training will help to promote a higher degree of efficiency and professionalism to the Division.