

SAFETY AND SERVICES OVERSIGHT COMMISSION (SSOC)

SSOC created by the Public Safety and Services Violence Prevention Act of 2014 (Measure Z)

Regular Meeting Monday, February 26, 2024 at 6:30pm

1 Frank H. Ogawa Plaza, Oakland, CA 94612 City Council Chamber, 3rd Floor

Oversight Commission Members:

Kelly Cure (D-1), **Chair**: *Omar Farmer (D-2)*, Paula Hawthorn (D-3), **Vice Chair**: Yoana Tchoukleva *(D-4)*, **VACANT** (D-5), **VACANT** (D-6), Gloria Bailey-Ray, (D-7), Michael Wallace (Mayoral), Sonya Mehta (At-Large)

The Oakland Public Safety and Services Oversight Commission encourages public participation in the online board meetings. The public may observe and/or participate in this meeting in several ways.

OBSERVE:

You may appear in person on Monday, February 26, 2024, at 6:30pm at 1 Frank H. Ogawa Plaza, Oakland, CA 94612 in Council Chamber

OR

To observe, the public may view the televised meeting by viewing KTOP channel 10 on Xfinity (Comcast) or ATT Channel 99 and locating City of Oakland KTOP – Channel 10

Please note: The ZOOM link and access numbers below are to view / listen to the meetings only – not for participation.

Please click the link below to join the webinar:

https://us02web.zoom.us/j/88436690045

Or One tap mobile :

+16694449171,84538741892# US

+16699009128,84538741892# US (San Jose)

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

+1 669 444 9171 US, +1 669 900 9128 US (San Jose), +1 253 205 0468 US

+1 253 215 8782 US (Tacoma), +1 346 248 7799 US (Houston), +1 719 359 4580 US

+1 301 715 8592 US (Washington DC), +1 305 224 1968 US, +1 309 205 3325 US

+1 312 626 6799 US (Chicago), +1 360 209 5623 US, +1 386 347 5053 US

Webinar ID: 884 3669 0045

CITY OF OAKLAND PUBLIC SAFETY AND SERVICES OVERSIGHT COMMISSION

REGULAR MEETING AGENDA MONDAY, February 26, 2024 at 6:30 PM

1 Frank H. Ogawa Plaza, Oakland CA 94612 City Council Chamber, 3rd Floor

International numbers available: <u>https://us02web.zoom.us/u/kbvcSqI3SB</u>

After calling any of these phone numbers, if you are asked for a participant ID or code, press #. Instructions on how to join a meeting by phone are available at: <u>https://support.zoom.us/hc/en-us/articles/201362663</u>, which is a webpage entitled "Joining a Meeting by Phone."

PUBLIC COMMENT:

The Oversight Commission welcomes you to its meetings and your interest is appreciated.

- If you wish to speak before the Oversight Commission, please fill out a speaker card and hand it to the Oversight Commission Staff.
- If you wish to speak on a matter not on the agenda, please sign up for Open Forum and wait for your name to be called.
- If you wish to speak on a matter on the agenda, please approach the Commission when called, give your name, and your comments.
- Please be brief and limit your comments to the specific subject under discussion. Only matters within the Oversight Commission's jurisdictions may be addressed. Time limitations shall be at the discretion of the Chair.
- Comment in advance. To send your comment directly to the Commissioner's and staff BEFORE the meeting starts, please send your comment, along with your full name and agenda item number you are commenting on, to Felicia Verdin at fverdin@oaklandca.gov.

Please note that eComment submissions close one (1) hour before posted meeting time. All submitted public comment will be provided to the Commissioners prior to the meeting.

If you have any questions about these protocols, please e-mail Felicia Verdin at fverdin@oaklandca.gov.

Do you need an ASL, Cantonese, Mandarin or Spanish interpreter or other assistance to participate? Please email <u>fverdin@oaklandca.gov</u> or call (510) 238-3128 or (510) 238-2007 for TDD/TTY five days in advance.

¿Necesita un intérprete en español, cantonés o mandarín, u otra ayuda para participar? Por favor envíe un correo electrónico a <u>fverdin@oaklandca.gov</u> o llame al (510) 238-3128 o al (510) 238-2007 para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

你需要手語,西班牙語,粵語或國語翻譯服務嗎?請在會議前五個工作天電郵 fverdin@oaklandca.gov 或 致電 (510) 238-3128 或 (510) 238-2007 TDD/TTY.

CITY OF OAKLAND PUBLIC SAFETY AND SERVICES OVERSIGHT COMMISSION

REGULAR MEETING AGENDA MONDAY, February 26, 2024 at 6:30 PM

1 Frank H. Ogawa Plaza, Oakland CA 94612 City Council Chamber, 3rd Floor

Each person wishing to speak on items must complete a Speaker Card Persons addressing the Safety and Services Oversight Commission shall state their names and the organization they are representing, if any.

ITEM	TIME	TYPE
Call to Order	6:30 PM	AD
Roll Call	2 Minutes	AD
Open Forum – For items not listed on the Agenda	5 Minutes	I
 Presentation on Autonomous Robot Technology Mark Dallesandro, Knightscope 	30 Minutes	I
 Report by the Department of Violence Prevention on the Measure Z school strategies 	30 minutes	Ι
 Report on MACRO Ad Hoc Omar Farmer 	10 minutes	Ι
 Update on Community Activity Research and Elevation (CARE) Outreach Omar Farmer and Gloria Bailey-Ray 	10 minutes	Ι
Update Verified Response Omar Farmer	10 minutes	I
SSOC Planning – Omar Farmer	30 Minutes	I
 Reimaging Public Safety Taskforce & DVP Dashboard Omar Farmer and Yoana Tchoukleva 	10 minutes	I
Report from Staff – Schedule Planning	5 Minutes	AD
New Business	5 Minutes	
Adjournment	1 Minute	A

A = Action Item / I = Informational Item / AD = Administrative Item / A^* = Action, if Needed



You need superhuman capabilities to fight crime

Knightscope is innovating public safety using robots and proactive monitoring to deter, detect and report security risks.

KNIGHTSCOPE

We help you protect the places people live, work, study and visit.

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TSCOPE

CALL BOX

ADE IN

- Established in 2013 in Mountain View, California in the heart of Silicon Valley
- Over 1.8 million hours of operation in the field 24/7/265 nationwide
- Publicly traded on NASDAQ under ticker symbol KSCP
- Industry leader in Autonomous Security Robots (ASR)



BACKGROUND

TOP USE CASES

- Disrupt criminal behavior
- Deter vagrancy, trespassing & unauthorized visitors
- Secure parking lots & structures
- Enhance employee and public experience & safety
- Mitigate workplace violence
- Patrol hard to reach and previously neglected spaces
- Reduce security spend











PHYSICAL DETERRENCE

- Deter drug related activity, vehicle break-ins, vagrancy, homeless encampments, loitering, vandalism, theft and assault
- A persistent physical presence
- Large security robot with clear security markings that patrols 24/7 using automated broadcast announcements, patrol sounds and a bright strobe light
- Proven deterrent for negative behavior









WE DELIVER RESULTS

BEFORE	AFTER			
Los Angeles County Police Department				
48 Reports of Crime 120 Citations	26 Reports of Crime (46% reduction) 38 Citations (68% reduction)			
Downtown San Francisco Parking Structure				
Averaged 20 Crimes per Month	2 Crimes in 12 Months (99% reduction)			
Major Hospital Network				
Average 2 Crimes per Week in Parking Lots	Zero Crimes in the First Year (100% reduction)			
Las Vegas 640 Unit Multi-Family Housing Complex				
Top 3 List for 911 Calls per Las Vegas Metro PD	Off the Top 10 List for 911 Calls			
Santa Clara Towers, Class A Commercial Property				
Averaged 10 Vehicle Break-ins/Vandalism per Month	Reduced 90%			
Aloft Hotel				
Frequent Vandalism form Nearby Homeless Encampment	Zero Incidents (100% reduction)			

K KNIGHTSCOPE

TESTIMONIALS

The police department reported a significant decrease in crime in the initial 7 months

- 46% Reduction in crime reports
- 68% Reduction in citations

"A patrol officer cannot do what modern technology can."

"The robot is here to enhance our delivery of police services."

- Cosme Lozano, Chief of Police

https://www.youtube.com/watch?v=6dIOXyFQuII

Huntington Park Police Department Success Story Southeast Los Angeles, CA

"We have had a great experience integrating the K5 into our City resources, and it's been very beneficial in expanding the police department's ability to monitor public spaces, enhance the public safety element and improve the perception of our community."

Cosme Chief of Police Lozano Huntington Park Police Department, CA

Knightscope, Inc. | NASDAQ: KSCP

POLICE

@HPRoboCor

TESTIMONIALS

"We were having a lot of issues with vandalism from homeless encampments in the area."

"We haven't had any incidents in the last four or five months"

- Mike Daley, Area General Manager

https://katu.com/news/local/robot-helps-northeastportland-hotel-cut-down-on-vandalism Aloft Hotel Success Story

Portland, OR

Robot security guard helps prevent vandalism, car break-ins at Northeast Portland hotel



TESTIMONIALS

Santa Clara Towers Success Story Santa Clara, CA

"The Robot has improved our site safety significantly! We have seen dramatic changes since we deployed the robot"

"The property vandalism/car break-ins have reduced by 90%."

- Tatiane Martins, Hines Property Manager

"Rovie K-Nueve has improved our site safety significantly! We have seen dramatic changes since we deployed the robot: the 62 property vandalism/car break ins have reduced by 90%. The Robot joining the security officers' crew, has helped the 0000 000 Property, the Security Officers and SCPD tremendously. The break ins reduced from 10 a day to once or twice a month." Rovie K-NUEVE SANTA CLARA Tatiane Martins **Property Manager** Santa Clara Towers 00 nc. I NASDAO: KSCF

K5 Outdoor / Indoor



K3 Indoor

AUTONOMOUS SECURITY ROBOTS



Autonomous Self Charging



User Interface

STANDARD FEATURES 360° Eye-level Ultra HD 4k Recording*

- 30 Days Video Storage
- 16 Microphones w/ Amplified Speaker
- Two-way Intercom
- 4G Cellular Communication
- Requires 120V AC Power with a lockable cover or can be hardwired
- Patrols on ADA Compliant, 5' wide paths
- Vehicle and parking inclines/declines:
 Up to 20% slope "grade"

Autonomous Recharging (K5 & K3)

- Patrol time: 2 to 2.5 hours
- Autonomous charging: 20 to 30 minutes

*720p on K3

A NEW OPTION TO DETER CRIME

K1 HEMISPHERE

- 210° Eye-level High-Definition Recording
- Call Button for Human Assistance
- Live Audio and Two-way Intercom
- Autonomous Broadcast Messaging
- Automatic License Plate Recognition
- People Detection up to 50 ft.
- Facial Recognition (no cost option)
- Strobe Light (650+ Lumens)

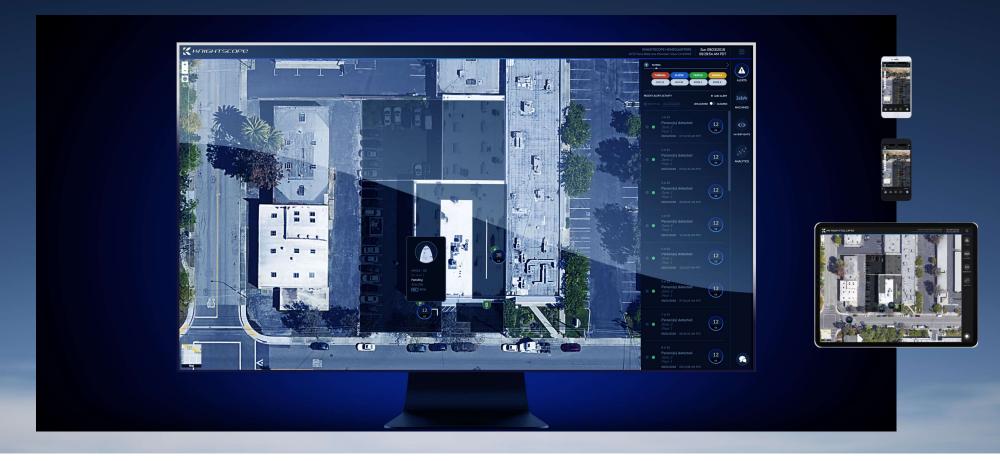






KSOC USER INTERFACE

Data generated by Knightscope ASRs is accessible through the Knightscope Security Operations Center (KSOC), a highly intuitive, browser-based user interface. Clients can recall, review, and save data for forensic or documenting purposes.





ALERTS

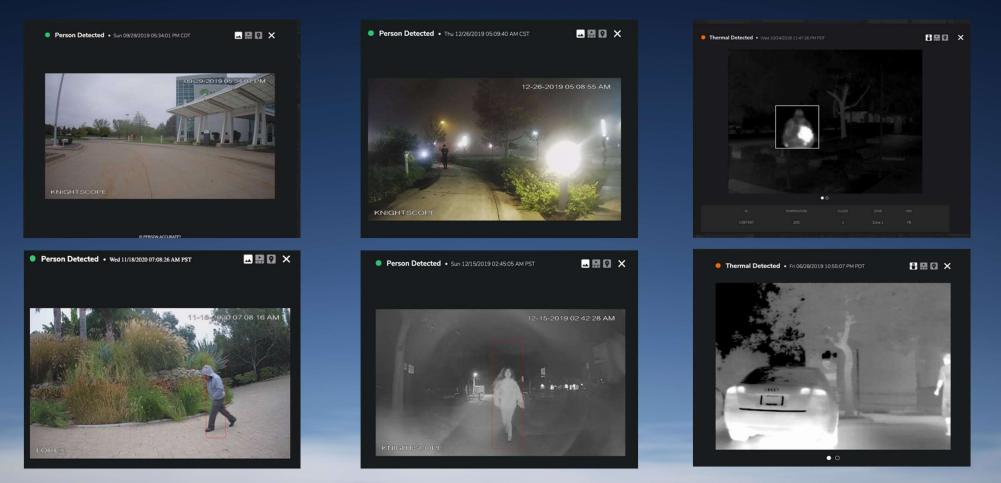
FLEXIBILITY IN NOTIFICATIONS

- Alerts can be sent via Text Message, Phone Call, Email, and/or Notification in KSOC.
- They can be sent to one or multiple people, providing maximum flexibility and accountability for responses to incidents.





DETECTING POTENTIAL THREATS



BOLO

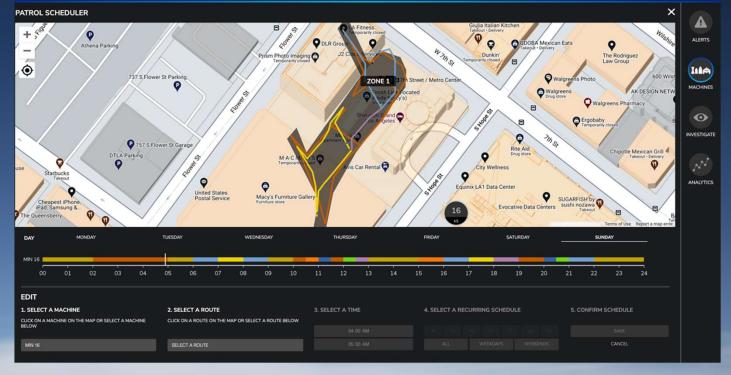
- Set BOLO alerts to help with workplace violence, trespassers, banned individuals
- Driving faster, smarter, safer decisions



AUTONOMOUS NAVIGATION & PATROL ROUTES



Customizable by hour and day



SAMPLE DEPLOYMENT



STANDARD AND PREMIUM BRANDING

Enhance your brand image by deploying the latest in security technology to keep people, their belongings, and your property safe.













К клібнтѕсоре









SUBSCRIPTION PRICING

Subscription Includes:

- Knightscope+ Active Remote Monitoring
- Cellular Data 100 GB 4G LTE cellular data plan per month
- Charging Station One (1) autonomous charging station for K5 or K3
- Delivery, installation, & deployment
 - 2 to 4 week setup and configuration
- KSOC Five (5) Knightscope Security Operations Center software licenses

- Logos Standard customer logos applied to exterior of ASR
- Service, Maintenance, Parts & Repairs

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- Support Ongoing technical support 24/7/365
- Dedicated Account Manager



KNIGHTSCOPE STANDARD



Monthly Subscription Fees					
	24 Hours	16 Hours	12 Hours	8 Hours	
	Per Day	Per Day	Per Day	Per Day	
Mobile K5 or K3	\$4,250	\$3,500	\$2,625	\$1,750	

Monthly Subscription Fee			
Stationary K1H	\$545		



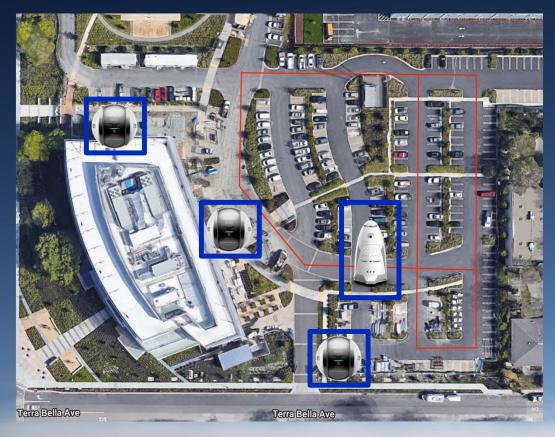
KNIGHTSCOPE+ ACTIVE REMOTE MONITORING

- Real-Time Alert Monitoring
- Video Verification
- Audio Deterrence
- Escalation to 911
- Virtual Guard Tours
- Investigations Support



Кипантьсоре

KNIGHTSCOPE+ ACTIVE REMOTE MONITORING







KNIGHTSCOPE STANDARD



1 Mobile K5 & 3 Stationary K1Hs

Full-Time 24 Hours Per Day Schedule

- Monthly Cost: \$5,885
- Effective Hourly Cost: \$8.06

Part-Time 8 Hours Per Day Schedule

- Monthly Cost: \$3,385
- Effective Hourly Cost: \$13.91

1 Security Guard

- 24/7 Monthly Cost: \$18,250
- 8 Hour Per Day Monthly Cost: \$6,083
- Average Hourly Cost: \$25.00

Кипантьсоре

KNIGHTSCOPE+ ACTIVE REMOTE MONITORING





KNIGHTSCOPE STANDARD



Кклібнтэсоре

1 Mobile K5 & 1 Stationary K1H

Full-Time 24 Hours Per Day Schedule

- Monthly Cost: \$4,795
- Effective Hourly Cost: \$6.57

Part-Time 8 Hours Per Day Schedule

- Monthly Cost: \$2,295
- Effective Hourly Cost: \$9.43

1 Security Guard

- 24/7 Monthly Cost: \$18,250
- 8 Hour Per Day Monthly Cost: \$6,083
- Average Hourly Cost: \$25.00



4 EASY STEPS TO START







Knightscope develops recommendation of robots and patrol routes

Generate Order Form for client review and signature



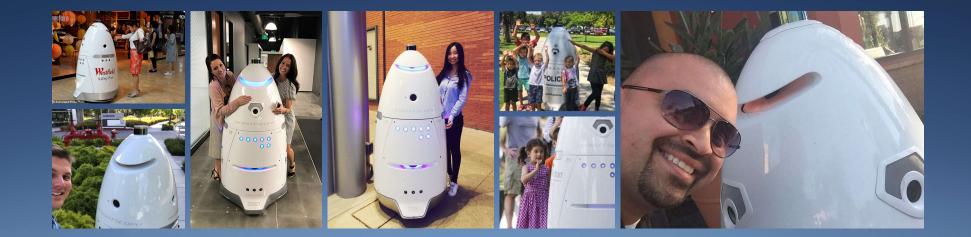


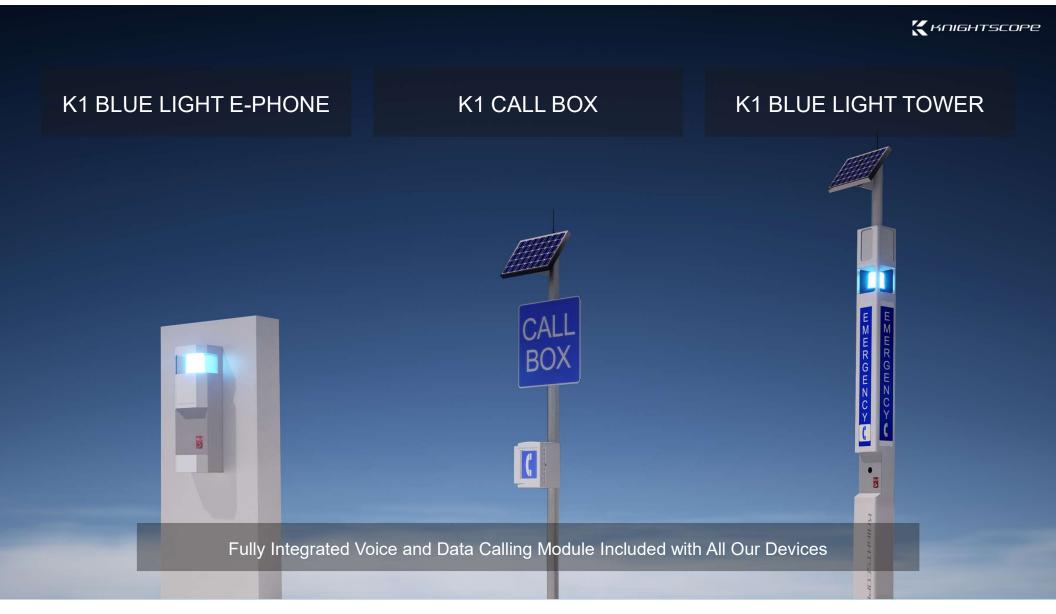


Commence custom build and configuration of your robots



EVERYONE LOVES ROBOTS







WE'VE GOT YOU COVERED. 7 3 6 5

2 4

Mark A. Dallesandro J.D.

Dir. Client Development (301) 254.7260 mobile mad@knightscope.com

Knightscope, Inc. 1070 Terra Bella Avenue Mountain View, CA 94043 www.knightscope.com



STATIONARY INDOOR / OUTDOOR USE

Securing the places people work, study, live and visit.

- Schools
- ATM Vestibules
- Casinos
- Commercial Properties
- ► Hospitals

- Multi-Family Communities
 Parking Lots
- ► Retail
- ▶ Rail & Public Transit

NGHTSEDPE

RECORDING

Storage Facilities

UNIQUE BENEFITS

- ▶ Cost effective as low as \$0.75/hr
- Affordably deploy multiple units per location
- ► Smallest footprint, yet still highly visible
- Person of Interest or BOLO alerts
- ► Crime reduction and/or elimination
- ▶ Real-time situational awareness
- Actionable intelligence
- ► Force multiplying physical deterrence

KEY FEATURES

- ▶ Up to 210° Eye-level HD Recording
- Call Button for Human Assistance
- Live Audio and Two-way Intercom
- Automated Broadcast Announcements
- Automatic License Plate Recognition
- ▶ People Detection up to 50 ft.
- ► Facial Recognition (no cost option)
- Strobe Light (650+ Lumens)

Don't have your own monitoring? Ask about Knightscope+



HEMISPHERE

Depth: 10"

STATIONARY INDOOR / OUTDOOR USE



Diameter: 24"

Weight: 30 lbs.

USER INTERFACE

- Chrome browser interface; no software to install
- ► Live streaming to PC, Mac, tablet, cell phone
- ► 30-days raw video storage included
- Operating systems: MacOS, iOS, Android, Windows, Linux

- (3) HD cameras with 2.58mm/F2.0 lenses,
 Color Night Vision[™] (CNV) technology and long-range IR night vision.
- o (1) Microphone
- (2) Speakers
- (1) Strobe light
- O IP67 weather rating

Intercom Button Directed to client-specified phone number

Connectivity

Ethernet, WiFi, or Gigabit LTE Cellular connection, with a minimum of 10mbps/5mbps download/upload speeds (25/25 or higher is recommended)

Electrical: 120v 10A outlet.

Orientation: Parallel to wall (0°), or up to ±15° angle to ground

Mounting: Concrete, brick, stucco, wood, metal plate, pole, or sheetrock (custom mounting options available for large volume orders)





OUTDOOR / INDOOR USE

Securing the places people work, study, live and visit.

- Corporate Campuses
- Shopping Malls
- ► Hospitals
- ► Casinos
- ► Retailers
- Parking Areas

- Apartment Complexes
- ► Warehouses
- Logistics Facilities
- College Campuses
- Airports, Bus & Train Stations

UNIQUE BENEFITS

- Force multiplying mobile physical deterrence
- Workplace violence protection
- Person of Interest or BOLO Alerts
- Crime reduction and/or elimination
- ▶ Real-time situational awareness
- Actionable intelligence
- ► Cost effective Subscription Service

KEY FEATURES

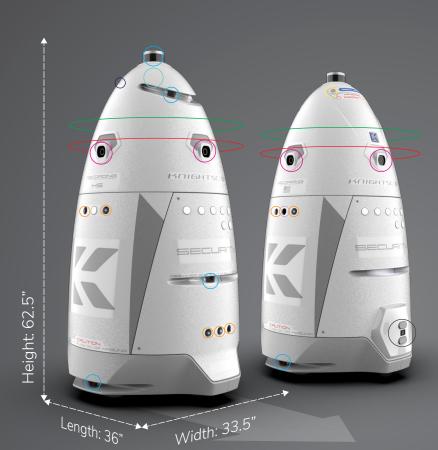
- ► 360° Eye-level Ultra HD Recording
- Security Call Button
- ► Live Audio and Two-way Intercom
- Broadcast Messages
- People Detection
- Automatic License Plate Recognition
- Thermal Detection
- Signal Detection

Don't have your own monitoring? Ask about Knightscope+

KNIGHTSCOPE

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Speed: Up to 3 mph. Weight: 398 lbs.

NAVIGATION

- ADA compliant surfaces, 5' or wider
- Able to patrol around speed bumps
- Can navigate on ADA compliant ramps
- Parking garage ramp inclines/declines: Up to 20% slope "grade"
- Operating temperature: 0° 115° outside ambient temperature
- Patrol time: 2.5 3 hours between charges on average
- Autonomous charging: 20-30 minutes on average

- O (4) HD cameras w/ wide angle lenses
- \odot (1) Infrared thermal camera
- 🔘 (16) Microphones
- O (1) Amplified P.A. speaker/horn
- (1) Strobe light

Navigation

- (5) Lidar sensors
- (7) Sonar sensors

Cellular Connectivity

○ 4G LTE Cellular connection

○ Intercom Button

Directed to client-specified phone number or user interface

\bigcirc Docking Station

Electrical: 120v 20A outlet.

Mounting: The docking station can be installed outdoors and secured to a wall or the ground.

USER INTERFACE

 Chrome browser interface; no software to install

Live streaming to PC, Mac,



- tablet, cell phone
 → 30-days raw video storage included
- Operating systems: MacOS, iOS, Android, Windows, Linux

See the K5 in action at: https://www.youtube.com/watch?v=DfNUex1SFS8

School Violence Intervention and Prevention (VIP) Program

Gillian Caplan Program Planner, School VIP Program

Holly Joshi **Chief of Violence Prevention**

Department of Violence Prevention





Safety and Services Oversight Commission – February 26, 2024

Background

- In June 2020, the Oakland Unified School District (OUSD)
 School Board approved the George Floyd Resolution, which eliminated the OUSD Police Department.
- During the 2022-2023 School Year, OUSD high school students were suspended over 600 times for violence.
- In 2022, 67 shootings with injury, 56 incidents of intimate partner violence, and 46 rapes involving victims ages 14 to 18 were reported to the Oakland Police Department.

Overview of School VIP Program

- Places three individuals one violence interrupter, one life coach, and one gender-based violence (GBV) specialist – in 7 high schools in OUSD.
- First implemented during the 2022-2023 School Year with 6 life coaches, 5 violence interrupters, and 4 GBV specialists.
- Responds to the need for additional in-school resources to prevent and respond to violence impacting OUSD students.

VIP Team Roles

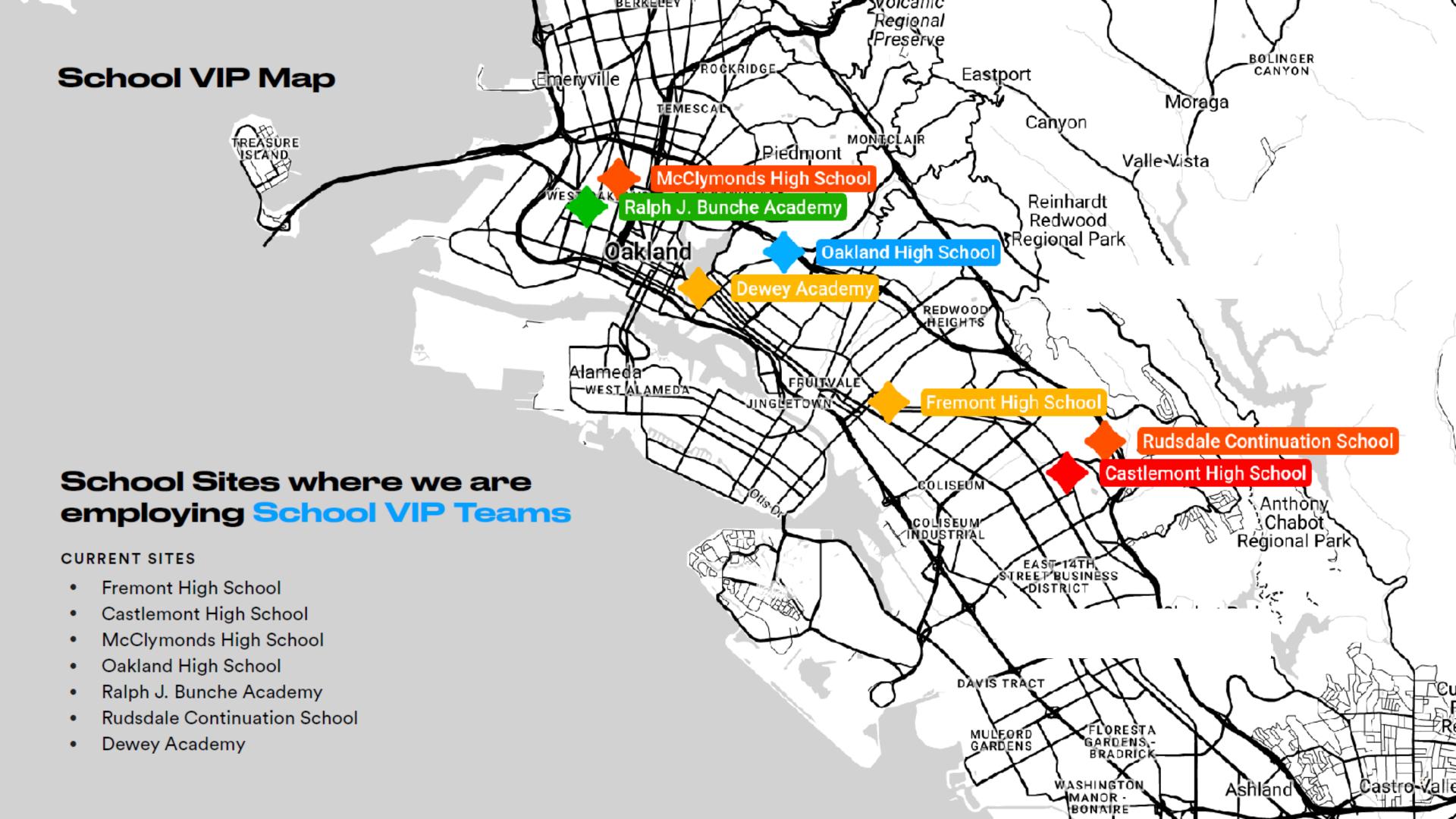
 <u>Violence interrupter (VI)</u>: Identify potential student conflicts, conduct safety assessments, proactively mediate conflicts, intervene to prevent retaliation following conflicts, and refer youth to needed services.

VIP Team Roles

 Life coach: Provide case management to students who have caused or been victims of violence, and help students and their families reduce high-risk behaviors, improve functioning, increase motivation, and address unhealthy beliefs.

VIP Team Roles

 <u>GBV specialist</u>: Deliver workshops for students to address dating violence, stalking, sexual harassment, sexual assault, and commercial sexual exploitation, and provide service referrals and general support for impacted students.



2022-2023 School Year - \$2.4M / Year

High school	Life coaches	VIs	GBV specialists
Castlemont	1	0.5	0.5
Dewey	1	0.5	0.5
Fremont	1	7	1
McClymonds	1	7	0.5
Oakland	1	0.5	0.5
Ralph Bunche	Ο	1	0.5
Rudsdale	1	0.5	0.5

Starting Jan 2024 - \$3M / Year

High school	Life coaches	VIs	GBV specialists
Castlemont	1	2	٦
Dewey	1	1	٦
Fremont	7	1	٦
McClymonds	7	1	٦
Oakland	1	1	٦
Ralph Bunche	Ο	1	٦
Rudsdale	7	1	7



Funded Agencies

Life Coaches	Communities United for Restore
	East Bay Asian Youth Center
	Student Program for Academic
	Youth ALIVE!
VIs	Communities United for Restore
	Community & Youth Outreach
	Youth ALIVE!
GBV Specialists	Family Violence Law Center
Community healing	Restorative Justice for Oakland

ative Youth Justice

and Athletic Transitioning

ative Youth Justice

Youth

Thank You

MACRO Development: Improves 911 response times by taking a					
portion of the 911 call volume					
Training	<u>Status</u>	Quantitative Analysis	<u>Status</u>	Transparency	Status
		••			
Develop 911 Dispatcher Curriculum	TBD?	Percentage increase of diverted 911 calls per month.	Is that a part of their monthly report?	Launch public information officer position	In progress by OFD
Train dispatchers and MACRO responders on what those parameters are.	TBD?	TSAC stats for development ideas.	Waiting to see their stats.	Create a direct phone number	In progress: by March? Number has been created. Currently doing equipment testing before promoting it. Previously committed to having it ready before the end of Jan.
Evaluate total scope of calls for service MACRO will ultimately be able to go on.	Done during RPSTF process?			SSOC MACRO Sessions	In progress: tentatively put on agenda. Need to discuss with MACRO & CAB. Elliott agreed to attending these meetings during our conversation in the hallway on 2/20.
Conduct a daily or monthly review of calls for service and discuss why certain calls could have gone to MACRO or not, and figure out how to do more with MACRO resources going forward	Not happening yet.			Public CAB Meetings	At the Sept or October 2023 meeting OFD committed to having all CAB meetings public in 2024. Held last meeting in Hearing Room 1, but it was not open to the public. Was initially invited to 2/19 meeting then receiving a cancellation notice for. Told by CAB members it was still happening and was asked to attend so I did. While there was told it wasn't open to the public when I tried to speak. Didn't ask me to leave but didn't feel welcome. Was told that I couldn't make any comments unless there was time at the end. They've also changed their mind and now state that they'll only be doing 2 public meetings per year. When TBD. CAB meetings are dysfunctional in ters of what's expected of the members. They appear to starting from square 1 in terms of what their role should be. In addition, the Jan meeting was cancelled and rescheduled 3 times. I received invites to those meetings as well.

SSOC CARE, East Oakland Outreach Schedule:

CARE / Community Activation, Research, Elevation

	<u>Group</u>	Date	Location	<u>Status</u>
1.	NCPC 32x	Feb 15th	Zoom	Completed
2.	NCPC 33x34x	Feb 21st	Zoom	TBD
3.	NCPC 35y	Mar 27th	In Person	TBD
4.	NCPC 35x	Apr 3rd	Zoom	TBD

	Potential Groups	<u>Status</u>
•	Associated Residents of Sequoyah Highlands	TBD
•	Sobrante Park Resident Action Council	TBD

- Sobrante Park Resident Action Council
- 40x40 PAC group
- 32Y
- 31Y/31Z

Emailed Feb 1st, No Reply Emailed Jan 30th, No Reply

TBD



AGENDA REPORT



TO: Honorable Mayor and members of the City Council

FROM: Councilmember Kaplan At-Large District

SUBJECT: Adopting Verified Response

DATE: February 15, 2024

RECOMMENDATION

Councilmember Kaplan recommends that the City Council adopt an ordinance.

ORDINANCE AMENDING OAKLAND MUNICIPAL CODE CHAPTER 8.02 (BURGLAR ALARM SYSTEMS) TO (1) REQUIRE ALL NEW ALARM INSTALLATIONS TO BE VERIFIED RESPONSE ALARM SYSTEMS; (2) PROHIBIT ALARM BUSINESSES FROM MAKING DISPATCH REQUESTS BASED ON NON-VERIFIED ALARMS; AND (3) IMPOSE CIVIL PENALTIES FOR VIOLATIONS; AND ADOPTING CALIFORNIA ENVIRONMENTAL QUALITY ACT EXEMPTION

EXECUTIVE SUMMARY

A Verified Response System mandates private alarm companies to verify that a crime is indeed taking place before contacting the police. This places the responsibility and cost on the alarm companies to ensure their equipment works correctly as intended. Excessive false alarms unduly burden the Oakland Police Department's law enforcement resources. Adopting these amendments will redirect the Oakland Police Department's resources from responding to false alarms to more critical matters, ultimately contributing to a safer and more secure community.

The City of Oakland (hereinafter "The City") regulates security alarm companies to prevent false alarms from reducing the availability of police services for the public. Additionally, the regulation aims to avoid penalizing residents who cannot afford or choose not to use security alarm systems.

A Verified Response System intends to foster and promote the health, safety, and welfare of the public, not to protect individuals or create (or otherwise establish or designate) any particular class or group of persons who will or should be significantly benefited by the terms of this Chapter. The ordinance places no duties on The City. Compliance and liability fall solely on those responsible for security alarm systems.

> Public Safety Committee February 27, 2024

BACKGROUND / LEGISLATIVE HISTORY

A Verified Response system mandates an alarm system to confirm that an alarm activation is not accidental. This confirmation can be obtained by sound, video, a manually activated panic button, or an eyewitness account indicating that a crime is occurring. When an alarm is verified, it is considered a "verified" response. Verification can also be done when an alarm company agent, property owner, or witness at the activation scene confirms that police are needed because a crime has occurred.

Excessive false alarms unduly burden law enforcement, impacting resources. A conventional alarm system can only sense motion and cannot detect criminal intent. It can only report human error, system malfunctions, and unusual conditions, most of which are not related to any criminal activity.

False alarms draining law enforcement resources is a nationwide issue. Oakland is not an exception in proposing a practical solution for reducing the cost of false alarms on law enforcement resources. For example, cities across the western United States, most notably Las Vegas, collectively shared data indicating that most or nearly 98% of police responses to alarm activations are false alarms. Las Vegas adopted a Verified Response practice to great success. Furthermore, the Las Vegas Deputy Chief of Police, Mike Ault, believes NOT implementing a VR response and shifting the burden of alarm response to law enforcement is illegal as it comes down to contracting with a government entity without a contract. The link to the report can be found <u>here</u>.

In The City, the Public Safety and Services Oversight Commission (SSOC) has helped carve the essential pieces of these proposed amendments. Furthermore, the SSOC has expressed support for a verified response. A statement from the SSOC is attached to this report as Attachment A.

Adopting a Verified Response system is a practical tool to help unburden law enforcement from dispensing critical resources on false alarms. Furthermore, the Verified Response approach is a familiar idea. Cities like the size and with needs like The City have successfully adopted verified response systems. Cities have found verified response an adequate tool that improves law enforcement. Moreover, the SSOC has cited verified responses as an effective tool.

ANALYSIS AND POLICY ALTERNATIVES

A Verified Response has proven an effective law enforcement resource management method in cities across the western United States. The SSOC has also advocated for adopting a verified response system to increase the resources available for public safety matters in law enforcement.

FISCAL IMPACT

There is no fiscal impact on the City budget by adopting these amendments. The City of Oakland regulates security alarm companies to prevent false alarms from affecting police services. The goal is to avoid penalizing residents who can't afford or choose not to use security alarm systems.

PUBLIC OUTREACH/INTEREST

No public outreach was deemed necessary for this item. Nevertheless, the ordinance was introduced with the aid and insights of the SSOC. The SSOC is a commission made up of members of the public whose specific task is to recommend practices that can enhance public safety.

COORDINATION

The At-Large office has coordinated with the SSOC in drafting these proposed amendments.

SUSTAINABLE OPPORTUNITIES

Economic: Adopting these amendments does not impact the City's budget. The City regulates security alarm companies to prevent false alarms from reducing the availability of police services for the public. Additionally, the regulation aims to avoid penalizing residents who cannot afford or choose not to use security alarm systems.

Environmental: Adopting these amendments does not impact the environment.

Social Equity: By adopting these amendments, law enforcement can focus on increasing public safety and utilizing resources more efficiently.

ACTION REQUESTED OF THE CITY COUNCIL

Councilmember Kaplan recommends that the City Council adopt an

ORDINANCE AMENDING OAKLAND MUNICIPAL CODE CHAPTER 8.02 (BURGLAR ALARM SYSTEMS) TO (1) REQUIRE ALL NEW ALARM INSTALLATIONS TO BE VERIFIED RESPONSE ALARM SYSTEMS; (2) PROHIBIT ALARM BUSINESSES FROM MAKING DISPATCH REQUESTS BASED ON NON-VERIFIED ALARMS; AND (3) IMPOSE CIVIL PENALTIES FOR VIOLATIONS; AND ADOPTING CALIFORNIA ENVIRONMENTAL QUALITY ACT EXEMPTION

For questions regarding this report, please contact Michael Alvarenga, Legislative Analyst, at <u>malvarenga@oaklandca.gov</u>

Attachment A – SSOC statement letter

Respectfully submitted,

Councilmember Rebecca Kaplan At-Large District

Prepared by: Michael Alvarenga, Legislative Analyst Office of Councilmember Rebecca Kaplan

Date: 2/14/24

To: Council Member Kaplan

From: Omar Farmer, SSOC Chairperson

Cc: Yoana Tchoukleva, SSOC Vice-Chairperson; Felicia Verdin, SSOC Staff; Michael Alvarenga, At Large Legislative Analyst

Subject: Verified Response Progress

The Verified Response recommendation was created by retired OPD Deputy Chief Michael Holland in 2021 as part of the Reimagining Public Safety Task Force (RPSTF) process. He also wrote the original burglary ordinance that's being proposed to be updated to reflect a new verified response requirement.

After reaching out and discussing this with him in 2022 the SSOC subsequently adopted it as a recommendation for city council to adopt because it assists in accomplishing one of the primary objectives of the Measure Z ordinance, the SSOC oversees, which is improving 911 response times. As he points out in his RPSTF recommendation #53, 98% of the burglary alarms OPD responds to are false alarms. The time spent on these false alarms equates to 4.5-6.8 annual FTE hours wasted of police officer time.

We look forward to implementing this updated version of the burglary ordinance that's designed to cut down on the hours wasted by OPD so they can spend more time on calls related to gun violence for example. Another objective of the Measure Z ordinance.

For the past two years we also collaborated with the California Alarm Association on this initiative and we appreciate their input. Further, thank you to Council Member Kaplan, for her willingness and determination to complete this project. The SSOC is grateful to everyone for the time and energy spent that's been spent on this initiative.

Kind regards,

Ømar Farmer SSOC Chairperson

APPROVED AS TO FORM AND LEGALITY

INTRODUCED BY COUNCILMEMBER

lare **CITY ATTORNEY'S OFFICE**

OAKLAND CITY COUNCIL

ORDINANCE NO.

C.M.S.

ORDINANCE AMENDING OAKLAND MUNICIPAL CODE CHAPTER 8.02 (BURGLAR ALARM SYSTEMS) TO (1) REQUIRE ALL NEW ALARM INSTALLATIONS TO BE VERIFIED RESPONSE ALARM SYSTEMS; (2) PROHIBIT ALARM BUSINESSES FROM MAKING DISPATCH REQUESTS BASED ON NON-VERIFIED ALARMS; AND (3) IMPOSE CIVIL PENALTIES FOR VIOLATIONS; AND ADOPTING CALIFORNIA ENVIRONMENTAL QUALITY ACT EXEMPTIONS

WHEREAS, excessive false alarms unduly burden the Oakland Police Department's law enforcement resources; and

WHEREAS, governments and private companies wish to make the most effective use of their resources; and

WHEREAS, the purpose of this ordinance is to establish reasonable standards for users, to ensure that alarm owners are held responsible for the proper operation of their alarm systems; and

WHEREAS, public safety agencies recognize the significant burdens placed on state and local law enforcement resources due to responding to false alarm calls; and

WHEREAS, adopting these amendments will redirect the Oakland Police Department's resources from responding to false alarms to more critical matters, ultimately contributing to a safer and more secure community; and

WHEREAS, efficient resource management is crucial for the success of law enforcement. Ensuring optimal use of available resources can lead to increased productivity; and

WHEREAS, adequately installed, monitored, and operated alarm systems are practical tools that can identify criminal offenses in progress, and will lead to a reduction in the incidents of false alarms as well as enhance the safety of responding law enforcement officers; and

WHEREAS, False alarms burden law enforcement time and resources. Municipalities must take proactive measures to reduce false alarms so that personnel can focus on genuine emergencies and provide better services to communities; and

WHEREAS, reducing false alarms and establishing user responsibilities will improve efficiency and productivity, benefiting all parties.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF OAKLAND DOES ORDAIN AS FOLLOWS:

SECTION 1. Recitals: The City Council of the City of Oakland hereby determines that the preceding recitals are true and correct and an integral part of the Council's decision to enact this legislation, and hereby adopts and incorporates them into this Ordinance.

SECTION 2. Amendment of Oakland Municipal Code Section 8.02.010 (Definitions). Oakland Municipal Code 8.02.010 is hereby amended as set forth below (additions are show as <u>double underline</u> and deletions are show as <u>strikethough</u>): 8.02.010 Definitions.

"Alarm Administrator" means a person or persons designated by the Oakland Chief of Police to administer the City's security alarm program to issue citations and levy fees pursuant to this Chapter.

"Alarm Appeals Officer" means a person or persons designated by the Oakland Chief of Police to provide impartial judgment and determine whether fees that have been levied for false alarms are justified when a person appeals the assessment of those fees.

"Alarm business" means the business by an individual, partnership, corporation or other entity of selling, leasing, maintaining, servicing, repairing, altering, replacing, moving, installing, or monitoring an alarm system in an alarm site. Alarm businesses do not include persons doing installation or repair work solely on premises they own, lease, or rent where such work is performed without compensation of any kind (i.e., "do-it-yourselfers".)

"Alarm dispatch request" means communication to the police has been initiated by an alarm business (via police dispatch) indicating a security alarm system has been activated at a particular alarm site and Police Department response is requested to that alarm site.

"Alarm installation company" means a person in the business of selling, providing, maintaining, servicing, repairing, altering, replacing, moving, or installing an alarm system at an alarm site.

"Alarm response manager (ARM)" means a person designated by an alarm business or installation company to act as a primary point of contact for the jurisdiction's Alarm Administrator.

"Alarm site" means a single fixed premises or location served by an alarm system or systems. Each unit, if served by a separate alarm system in a multi-unit building or complex, shall be considered a separate alarm site.

"Alarm system" means a device or series of interconnected devices, including but not limited to, systems interconnected with hard wiring or radio frequency signals, which are designed to emit and/or transmit a remote or local audible, visual or electronic signal indicating that an intrusion may either be in progress or being attempted at the alarm site. <u>Alarm system</u> <u>includes both monitored and unmonitored systems.</u> Alarm system does not include an alarm installed in a vehicle or someone's person unless the vehicle or the personal alarm is permanently located at a site.

"Alarm user" means any person, firm, partnership, corporation, or other entity who (which) uses an alarm system at a particular alarm site.

"Automatic voice dialer" means any electrical, electronic, mechanical, or other device capable of being programmed to send a prerecorded voice message (when activated or if self activated) over a telephone line, radio or other communication system, to the police department.

"Dual zone system" means an alarms system that includes motion detection covering the immediate area inside of all major points of entry with magnetic entry sensors.

"Duress alarm" means a silent alarm signal generated by the manual activation of a device intended to signal a crisis requesting a police response.

"False alarm" means response to an alarm dispatch request where the responding police officer finds no reasonable evidence of the commission or attempted commission of a crime, or determines the alarm activation is the result of mechanical failure, improper installation or maintenance, or alarm user negligence.

"Hold up alarm." See "Robbery alarm."

<u>"Major point of entry" means any door through which a person can walk through, including</u> front doors, rear doors, and patio doors of any style.

"Notice of non-compliance" is a formal notification by the alarm administrator to the alarm business of any violations of this Chapter.

"Oakland security alarm business license" is a license required to provide installation and/or monitoring services to alarm users in the City issued by the Police Department to an alarm business or installation company.

"OPD" means the City of Oakland Police Department.

"Panic alarm." See "Duress alarm."

"Person" means an individual, corporation, partnership, association, organization or similar entity.

"Robbery alarm" or "hold-up alarm" means a silent alarm signal generated by the manual activation of a device intended to signal a robbery is in progress or has just occurred.

"Subscriber" means an alarm user who is a customer of an alarm business.

<u>"Verified Response Alarm System" means an alarm system that is monitored by an alarm</u> <u>business and has capacity for secondary indication that a burglary is in progress such as audio,</u> <u>video, or motion detection covering the area immediately inside all alarmed major points of</u> <u>entry.</u>

"Unmonitored alarm system" means an alarm system that is not actively monitored by an alarm business and whose function it is to evoke police response solely by means of a generally audible and/or visible signal.

SECTION 3. Amendment of Chapter 8.02.020 (Alarm registration and permits). Oakland Municipal Code 8.02.020 is hereby amended as set forth below (additions are show as <u>double underline</u> and deletions are show as <u>strikethough</u>):

8.02.020 Alarm registration and permits.

- A. Police response to private alarm sites in the City is a privilege available only to those alarm users who have a current City alarm permit.
- B. No alarm business providing monitoring service to security alarm sites in the City shall activate alarm monitoring service or initiate alarm dispatch requests relative to any alarm site in the City that is not properly registered in accordance with this Chapter.
- C. Alarm permits are valid for one year.
- D. Alarm permits are issued to a person or persons ("alarm user") having bona fide ownership or control of an alarm site (i.e., home owner, business owner, renter, leaseholder, etc.) specifically for that alarm site or address. Alarm permits remain in the name(s) of the alarm user of record until a change of ownership or control of the alarm site occurs.
- E. Alarm permits are valid only to the alarm site and alarm user; alarm permits are not transferable. No refund of a permit or permit renewal fee will be made. A new alarm site permit must be obtained whenever there is a change of ownership or control of an alarm site.
- F. The initial permit application shall be given to the alarm user by the alarm installation company at the time of alarm installation. The application and fees shall be submitted by the alarm installation company to the alarm administrator (or designee) within 30 days of the installation date.
- G. Registration information is determined by the alarm administrator and shall include, but not be limited to, the following:
 - 1. Name and address of the alarm user (i.e., the person financially responsible for operation of the alarm system being registered).
 - 2. Home, business, and cellular telephone number(s) of the alarm user.
 - 3. Name, address, and telephone number of the alarm business providing monitoring service to the system, <u>if any.</u>
 - 4. Alternate telephone number for verification (i.e., secondary cell phone or other telephone designated by the alarm user).
 - 5. Signature of the alarm user verifying that the information on the permit is factual, and agreement to pay the fees associated with false alarms.
 - <u>6</u>. <u>Name, address, and telephone number of individual or company who installed alarm</u> <u>system and date of installation.</u>
 - <u>7.</u> Whether the system is a verified response alarm system and type of verification system used (video, audio, dual zone motion detection, or any combination of the same).

- H. Upon receipt of a completed application and fees, the alarm administrator (or designee) shall issue a security alarm permit number to the alarm user.
- I. The security alarm permit number assigned to an alarm user remains the same for as long as the alarm user continuously maintains registration for the alarm site.
- J. The alarm permit may be renewed under the following conditions:
 - 1. The alarm site has no past-due fees.
 - 2. The alarm user either updates <u>his/her their</u> registration information or verifies that the current registration information is still correct.
 - 3. The appropriate annual permit fee is paid.
- K. The fee for a new alarm permit shall be collected by the alarm installation company and an alarm permit renewal fee shall be collected by the alarm administrator.
- L. Renewal information and fees are submitted to the alarm administrator (or designee) on or before the initial permit anniversary date each year.
- M. The rates for security alarm permit fees are listed in the City master fee schedule.
- N. Any fee required to be paid by an alarm user under the provisions of this Chapter shall be deemed a debt owed by the alarm user to the City until it has been paid to the City.
- O. Any fee required to be collected by an alarm business under the provisions of this Chapter shall be deemed a debt owed to the City by the business required to collect and remit such fee, if the alarm business has failed to take reasonable steps to collect the fee.
- <u>P.</u> <u>Alarm users who install their own alarms shall submit a permit application and fees prior to activating the alarm system.</u>

SECTION 4. Amendment of Chapter 8.02.030 (Alarm System Standards). Oakland Municipal Code 8.02.030 is hereby amended as set forth below (additions are show as <u>double</u> <u>underline</u> and deletions are show as <u>strikethough</u>):

8.02.030 Alarm system standards.

- A. It shall be unlawful for any person to install or sell an alarm system which upon activation emits a sound similar to sirens in use on emergency vehicles or for civil defense purposes. This action shall not apply to sirens mounted inside a building which cannot be clearly heard from outside the building.
- B. Operating an audible alarm system that does not shut off (by manual or automatic operation) within 15 minutes from the time of activation is unlawful. If the alarm system has an automatic shutoff with a rearming phase, the rearming phase must be able to distinguish between an open and a closed circuit, and if the circuit is broken the system shall not rearm.
- C. No automatic voice dialing device shall be used to initiate an alarm dispatch request.
- D. All alarm systems shall have a standby backup power supply that will automatically power the operation of the alarm system for a minimum of four hours, should any interruption

occur in power to the alarm system. The transfer of power from the primary source to the backup source must occur in a manner which does not activate the alarm.

- E. Alarm businesses shall not install a device for activating duress, hold-up, or panic alarms in commercial sites that have a single action, non-recessed button.
- <u>F.</u> <u>Beginning July 1, 2024, all new installations of monitored alarm systems must be verified</u> response alarm systems.

SECTION 5. Amendment of Chapter 8.02.040 (Alarm User Responsibilities).

Oakland Municipal Code 8.02.040 is hereby amended as set forth below (additions are show as <u>double underline</u> and deletions are show as <u>strikethough</u>):

8.02.040 Alarm users responsibilities.

- A. Each alarm user is annually responsible for:
 - 1. Registering the alarm system by obtaining an alarm permit;
 - 2. Paying the permit fee; and
 - 3. Providing current registration information.
- B. Alarm users who operate an alarm without a permit shall be charged a non-compliance remediation fee civil penalty (listed in the master fee schedule.)
- C. Each alarm user is responsible for assuring that the alarm system is used properly and in accordance with the manufacturer's directions and the law. Inherent in this responsibility is:
 - 1. Assuring that all persons with access to the alarm system are properly trained on correct use of the system and are authorized to cancel accidental activations, and
 - 2. Assuring that procedures and practices are followed that minimize the risk of false alarms.
- D. Each alarm user is responsible for keeping the alarm system properly maintained and in good working order.
- E. Each alarm user is financially responsible for paying <u>cost recovery</u> service fees when police respond to false alarms from the alarm site (see Section 8.02.080).
- F. Each alarm user is responsible for providing the Police Department with access to the structure or premises, within 45 minutes of the alarm dispatch request so that the alarm may be verified. Access may be granted by the alarm user or designated responder.
- G. Failure to meet the responsibilities listed in this Section may lead to revocation of an alarm permit and loss of the privileges associated with that permit.

SECTION 6. Amendment of Chapter 8.02.050 (Alarm business responsibilities).

Oakland Municipal Code 8.02.050 is hereby amended as set forth below (additions are show as <u>double underline</u> and deletions are show as strikethough):

8.02.050 Alarm business responsibilities

The duties of the alarm business shall be to:

- A. Designate one individual as the Alarm Response Manager (ARM) for the business. The individual designated as the ARM must be knowledgeable of the provisions of this Chapter and respond to requests from the Alarm Administrator. The name, contact number, and e-mail address of the ARM shall be provided to the Alarm Administrator.
- B. Provide the alarm administrator (or designee) with an electronic data file and hard copy file with name, complete address and account number of each new alarm user in the City no later than the last day of each month.
- C. Notify the alarm administrator by the 15th day of each month of all their alarm users within the City that have discontinued their alarm service with the business in the previous month. For each discontinued alarm user that is not listed on the notification, the alarm business shall pay a fee as set forth in the master fee schedule. Fees shall be waived when the alarm business provides credible evidence that it has a valid contract with the respective alarm user, or that the alarm user discontinued service without formal termination.
- D. Comply with California licensing requirements, and maintain a valid copy of the State of California Department of Consumer Affairs alarm company and/or alarm company employee permit with the alarm administrator.
- E. Ensure that installation of all new alarm components adhere to manufacturer's installation guidelines.
- F. Install alarm systems and alarm system components appropriate for the location; be available to maintain the system in good working order, and take reasonable measures to prevent the occurrence of false alarms.
- G. Submit an alarm permit form, the correct fee and required documentation on behalf of the alarm user to the alarm administrator (or designee) within 30 days of the installation date of a new alarm system. Alarm businesses and alarm installation companies shall hold fee revenues received from customers in trust for the City.
- H. Provide alarm users with alarm ordinance and false alarm fee information, with each new installation.
- I. Provide accurate and complete instruction to the alarm user on the proper use of its alarm system. Specific emphasis shall be placed on the avoidance of false alarms. Each business that sells alarm systems, whether or not it is an alarm business as defined in this Chapter, is similarly responsible for instructing the buyer of the alarm system on the proper use of their system.
- J. Institute quality control procedures to track and prevent the occurrence of false alarms for the first 30 calendar days after installing a new alarm system.
- K. Obtain written documentation (with newly installed alarm systems) from alarm users that they have been trained to operate the new system.
- L. Provide group training to commercial users for installations, including false alarm prevention.

- M. Not sell or transfer an alarm contract during the warranty period, without transfer of the existing warranty or insuring the warranty remains in force for the warranty period.
- <u>N.</u> <u>Comply with all Verified Response Alarm System requirements as set forth in this</u> <u>Chapter.</u>

SECTION 7. Addition of Section 8.02.072 (Verified Response Alarm Systems). Section 8.02.072 is hereby added to the Oakland Municipal Code as follows:

8.02.072 Verified Response Alarm Systems

Beginning July 1, 2024, it shall be unlawful for an alarm business to make an alarm dispatch request based on the breach of a single major point of entry without a secondary indication that a burglary is in progress. Secondary indication may be audio or video evidence of an intrusion or the tripping of a motion detector in addition to the breach of a major point of entry. An alarm business who violates this section shall be subject to a \$1,000 penalty for each violation.

This section shall not apply to alarm systems installed prior to July 1, 2024, which lack secondary verification capacity, for which the users have continually maintained an active permit unless the alarm business has, at any time after July 1, 2024, made an alarm dispatch request for the property based on a false alarm.

SECTION 8. Amendment of Chapter 8.02.080 (Appropriating public police services for private purposes subject to cost recovery fees). Oakland Municipal Code 8.02.080 is hereby amended as set forth below (additions are show as <u>double underline</u> and deletions are show as <u>strikethough</u>):

Chapter 8.02.080 Appropriating public police services for private purposes subject to cost recovery fees

- A. Causing police to engage in a false alarm response constitutes an appropriation of public police services for private purposes and is subject to a cost recovery fee.
- B. The alarm user is responsible for payment of his their permit and cost recovery fees.
- C. When, in the opinion of the responding police officer(s), an alarm dispatch request can be reasonably associated with an actual or attempted criminal offense at the involved alarm site, the alarm is valid and the response is considered a basic police service not subject to cost recovery fees.
 - 1. The following actions constitute use of an alarm system that improperly appropriates police services for private purposes and are subject to cost recover<u>y</u> fees:
 - 2. Activating an alarm system with the intent to report:
 - a. Suspicious circumstances;
 - b. Any non-criminal incident; or

- c. A need for fire, medical or other non-police services; or
- D. When, in the opinion of the responding police officer(s), an alarm dispatch request can be reasonably attributed to an earthquake, hurricane, tornado or other unusually violent act of nature, a cost recovery fee shall be not assessed.
- E. When, in the opinion of the responding police officer(s), an alarm dispatch request cannot be reasonably attributed to the conditions described in Subsections C. or D. of this Section, the incident is a false alarm and the police officer response is considered an appropriation of public police services for private purposes that is subject to cost recovery.
- F. When the responding officer(s) is (are) unable to determine if an alarm is valid or false because of inaccessibility of the alarm site, the response is presumed to be a false alarm response, and is subject to cost recovery fees (see Section 8.02.010).
- G. The cost recovery fees for appropriating public police services for private purposes are listed in the City master fee schedule.
- H. Cost recovery fees are assessed based on the response requested. For example, an alarm dispatch request reporting a robbery alarm is subject to the false alarm penalty fee applicable to robbery false alarm responses, even if the alarm activation should properly have been reported as a burglary alarm.
- I. All fees are due and payable upon receipt of invoice.
- <u>J.</u> <u>The City may establish an online Alarm User Awareness Class for the purpose of educating alarm users about the responsible use, operation, maintenance of alarm systems and false alarm reduction strategies. The class shall inform alarm users of the problems created by false alarms and instruct alarm users how to help reduce false alarms. The City may grant the option of attending an online class in lieu of paying one assessed false alarm cost recovery fee.</u>

SECTION 9. Amendment of Chapter 8.02.090 (Appeals). Oakland Municipal Code 8.02.090 is hereby amended as set forth below (additions are show as <u>double underline</u> and deletions are show as strikethough):

Chapter 8.02.090 Cost Recovery Fee Appeals

Cost recovery fees may be appealed to the alarm appeals officer, as follows:

- A. The appeal process is initiated by the alarm user sending a letter to the alarm appeals officer requesting that the cost recovery fee be waived (an appeal conference,) specifying the reasons for the appeal, and submitting the scheduled appeal fee. This letter and appeal fee must be received by the alarm appeals officer within 30 calendar days after mailing of the initial invoice to the alarm user.
- B. Service fees may be appealed only on the grounds that the incident cited as the basis for the service fee was, in fact, not a false alarm response. The alarm user must (in his or her their letter requesting an appeal) describe detailed, credible evidence in his/her

<u>their</u> possession that supports the contention that the involved incident was a valid alarm, as described in Subsections 8.02.080 C. or D.

- C. The alarm appeals officer may reject requests for appeals that are not supported by detailed, credible evidence of criminal activity or for one of the listed reasons in the City false alarm appeal guideline form by the appellant. Notice of rejection of a request for this initial appeal shall be sent to the appellant in writing within ten working days following receipt of the appeal request by the alarm appeals officer.
- D. Whenever the first appeal is denied, the alarm user may then file a second written appeal requesting an in-person hearing.
 - 1. This request must be received within 30 calendar days from the mailing of the denial of the first level of appeal.
 - 2. All hearings shall be heard by an appeals officer appointed by the Chief of Police.
 - 3. The alarm administrator shall serve as the City's representative in these hearings.
- E. The filing of a request for an appeal conference with an alarm appeals officer sets aside the pending service fee or related service suspension/revocation in appeal until the alarm appeals officer either rejects the appeal request, as described in Subsection A. of this Section, or renders a final decision.
- F. The alarm appeals officer, on receipt of a request for a hearing, shall conduct an appeal conference within 30 working days after receiving the appeal request. The alarm administrator may also contact the appellant and offer a resolution or modification of the cost recovery fees prior to the scheduled hearing.
- G. At the conference, the alarm administrator shall present evidence on the City's behalf supporting the case that the applicable cost recovery fees are based on police response to an actual false alarm. The alarm appeals officer shall consider this evidence and any information presented by any interested person(s).
 - 1. Because false alarm responses are based on the professional judgment of the responding police officer using the facts known to the officer at the time of the incident, the burden of proof in appeals is on the appellant.
 - 2. The appellant must establish with credible evidence that facts known to, but not considered by the police officer, existed at the time of the incident, that would have lead a reasonable police officer to the conclusion that the incident involved was a valid alarm, as described in Subsections 8.02.080 C. or D.
 - 3. The alarm appeals officer shall make <u>his/her their</u> decision based on the presence of such facts and conclusions.
- H. The alarm appeals officer shall render a decision and notify the appellant and the alarm administrator thereof in writing within 20 working days after the appeal conference is held. The alarm appeals officer may:
 - 1. Affirm,
 - 2. Waive (in whole or in part),
 - 3. Cancel, or

- 4. Modify the penalty fees or actions that are the subject of the appeal.
- I. If the alarm appeals officer affirms or modifies the amount of a service fee due, that amount becomes immediately due and payable.
- J. Appeal decisions are reviewed and approved by the City Administrator prior to becoming official. The official decision of the alarm appeals officer is final, and no further appeals or remedies are available.

SECTION 10. Addition of Section 8.02.091 (Civil Penalty Appeals). Section 8.02.091 is hereby added to the Oakland Municipal Code as set forth below:

8.02.091 Civil Penalty Appeals. Civil Penalties assessed under this chapter may be appealed in accordance with procedures established by the City Administrator for appealing civil penalties assessed pursuant Chapter 1.08.

SECTION 11. Direction to City Administrator. The City Administrator is directed to provide an informational report to Council as soon as practicable after July 1, 2026, regarding the efficacy of the verified response alarm system requirements adopted herein, and to make a recommendation to Council regarding whether secondary verification requirements should be imposed on alarm users with alarm systems installed prior to July 1, 2024.

SECTION 12. CEQA Compliance. The legislation contains no provisions modifying the physical design, development, or construction of residential or nonresidential structures. Accordingly, it can be seen with certainty that there is no possibility that it: (1) may have a significant effect on the environment and/or (2) would result in any physical changes to the environment. As a result, this action is exempt from the CEQA pursuant to the following CEQA Guidelines, taken together and each as a separate and independent basis: Section 15301 (existing facilities), Section 15378 (regulatory actions), Section 15060(c)(2) (no direct or reasonably foreseeable indirect physical change in the environment), and Section 15061(b)(3) (no significant environmental impact).

SECTION 13. No Conflict with State or Local Law. Nothing in this Ordinance shall be interpreted or applied so as to create any requirement, power, or duty in conflict with any federal or state law.

SECTION 14. Correction of Errors. The City Council hereby authorizes the City Administrator or designee to make non-substantive, technical conforming changes (essentially correction of typographical and clerical errors) to this legislation prior to formal publication of the Amendments in the Oakland Municipal Code.

SECTION 15. Administrative Regulations. The City Administrator is authorized to promulgate and amend administrative regulations and forms consistent with this legislation.

SECTION 16. Severability. If any section, subsection, sentence, clause or phrase of this Ordinance is for any reason held to be invalid or unconstitutional by decision of any court of

competent jurisdiction, such decision shall not affect the validity of the remaining portions of the Chapter. The City Council hereby declares that it would have passed this Ordinance and each section, subsection, clause or phrase thereof irrespective of the fact that one or more other sections, subsections, clauses or phrases may be declared invalid or unconstitutional

SECTION 17. Effective Date. This ordinance shall become effective immediately on final adoption if it receives six or more affirmative votes; otherwise it shall become effective upon the seventh day after final adoption.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES – FIFE, GALLO, JENKINS, KALB, KAPLAN, RAMACHANDRAN, REID, AND PRESIDENT FORTUNATO BAS

NOES – ABSENT – ABSTENTION –

ATTEST:

ASHA REED City Clerk and Clerk of the Council of the City of Oakland, California

Date of Attestation:

NOTICE AND DIGEST

ORDINANCE AMENDING OAKLAND MUNICIPAL CODE CHAPTER 8.02 (BURGLAR ALARM SYSTEMS) TO (1) REQUIRE ALL NEW ALARM INSTALLATIONS TO BE VERIFIED RESPONSE ALARM SYSTEMS; (2) PROHIBIT ALARM BUSINESSES FROM MAKING DISPATCH REQUESTS BASED ON NON-VERIFIED ALARMS; AND (3) IMPOSE CIVIL PENALTIES FOR VIOLATIONS; AND ADOPTING CALIFORNIA ENVIRONMENTAL QUALITY ACT EXEMPTIONS

This Ordinance would require all monitored alarm systems newly installed after July 1, 2024, to have capacity to provide secondary indication that a burglary is in progress such as audio, video, or motion detection. With limited exceptions for systems installed prior to July 1, 2024, this ordinance would impose civil penalties for calling in an alarm dispatch request based on the breach of a single major point of entry without a secondary indication that a burglary is in progress.

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	I. Improve 911 Response Times							
Measure Z (MZ) Objectives:	and Other Services	Strategic Plan Goals:	I. Financial Accountability & Transparency					
	II. Reduce		······					
	robberies, homicides.							
	burglaries, & gun							
	violence III. Invest in		II. Evaluation of Violence Reduction Measures					
	violence							
	prevention & intervention							
	strategies		III. Outreach & Engagement					
			IV. Policies & Practices to Improve MZ Outcomes					
SSOC Initiatives 2024					a			
ltom	Doint of Contact	History	Status	M7 Alignment	Strategic Plan	Strategic Plan - Core Value	Oversight Duty	Equity Coore
ltem	Point of Contact	History	Status	MZ Alignment	Alignment	Alignment	Oversight Duty ("Evaluate, Inquire,	Equity Score
							Review, Report, Recommend")	
	Paula, Yoana,	Last met in Nov 2023 w/ Mayor's reps. Met with MZ		MZ Section		Impact Oriented, Evidence Based	"Evaluate, Report,	
Future of MZ	Omar, Sonya	advocates in October 2023.	Staff is reaching out to Brooklyn & Zach.	4A6F	Part III	rec's	Recommend"	5 (6,9,10-12)
PRSTE SSOC Alignment		Omer & Veens met with CM's Des Kenlen and Eife	Mat w/ CMa, Davalanad action items, Create a	Objectives I. II		Impact Oriented,	"Evolucio 9	
RPSTF-SSOC Alignment (sheet 4)	Yoana, Omar	Omar & Yoana met with CM's Bas, Kaplan, and Fife on 1/29/24 via Zoom.	Met w/ CMs. Developed action items. Create a phase II presentation.	Objectives I, II, III	Part II	Evidence Based rec's	"Evaluate & Recommend"	
				MZ Section 1 4A5 & 4A6F.		Evidence Based - Qualitative data.		
	Yoana, Omar,	In 2023 presented to: Grand Lake NC, 22x, Mt. Zion	Offsite mtg? Presentations 2/21 (33x 34x Zoom),	Recommended		Respect & Courtesy,		
CARE Plan	Gloria, Wallace?	Missionary Baptist Church, LWVO, VPC	3/27 35y, 4/3 (35x Zoom). Work w/ Wallace	for new MZ.	Part III	Teamwork	"Inquire & Report"	
Verified Response	Omar	Passed Rules Committee on 2/8. RPSTF Rec #53.	Going to Public Safety on 2/27.	Objective I	Part II	Evidence Based - Quanitative Data	"Evaluate & Recommend"	5 (2,6,7,9,10)
ASAP to PSAP	Omar	Needs to be scheduled for the Rules Committee.	Will know more before the end of February.	Objective I	Part II	Evidence Based - Quanitative Data	"Evaluate & Recommend"	4 (2,6,9,10)
			Scheduled to present to the SSOC on Feb 26th.					,
Nightscope Technology	Omar	Use of autonomous robot tech to decrease calls for service and to deter auto burglaries and robberies.	Invited by D7 to present this info at a March 20th business owners mtg at City of Refuge from 12-2.	Objective I, II	Part II	Evidence Based - Quanitative Data	"Evaluate & Recommend"	
		Residents listening online are unable to make public	Waiting to hear back from CAO? Paula reached out					
Zoom Meeting Access	Paula, Yoana	comments.	to all commissioners via email for input.	Transparency	N/A	Respect & Courtesy	"Recommend"	
		Promote a holistic apporach to public safety by				Evidence Based - Quanitative and		
Violence Prevention Dashboard	Yoana, Omar	sharing violence prevention and intervention resuts at DVP.	Meeting with DVP, & D7 on March 27th	Objective III	Part II	Qualitiative Data, Teamwork	"Inquire & Report"	
Dushbourd	Omar & Kelly?			Objective III	i ait ii	Icanwork	inquire di Report	
Evaluation Summary	and/or Sonya?, Gloria?	Summarize all recommendations made through evaluations and summarize their status for the public	In progress. Currently working on OPD's evaluation from 2017 on sheet 5	MZ Section 4A6F	Part I, II, III	Evidence Based - Quanitative Data	"Evaluate & Report"	
		Summarize in 1-2 slides the impact of the Strategic		MZ Section		Evidence Based - Quanitative and	"Report &	
Strategic Plan Summary	Yoana, Omar	Plan and any lessons learned.	Due by Oct meeting 2024.	4A6F	Part III	Qualitiative Data	Recommend"	
	Omar but all							
	current and previous						"Evaluate, Inquire,	
MZ Lessons Learned	commissioners are involved	Staff reach out to previous commissioners for input. Create a survey for them.	Waiting to hear back from staff on contact info for previous commissioners.	MZ Section 4A6F	Part II, III,	Evidence Based - Qualitative data	Review, Report, Recommend"	
Inz Lessons Learneu	are involved		Educate the public about the SSOC by using flyers	MZ Section 1		Qualitative uata	Recommend	
	Omar & Yoana,	Historically the most of the general public has not	for meetings and social media posts. Include a quick reference quide with our objectives,	4A5 & 4A6F. Recommended		Respect & Courtesy,		
Marketing Campaign?	Sonya? Kelly?	been aware of the SSOC.	recommendations, and hyperlinks to info	for new MZ.	Part III	Teamwork	"Report"	
	Sonya, Kelly,	Historically the general public has not been aware of the SSOC. Educate them on its results over the last			CARE Part	Evidence Based -		
Newspaper Article?	Sonya, Kelly, Omar, Yoana	10 years + about the new MZ.	Part III	Part of CARE	III	Qualitative data	"Report"	
			See sheet 3 for details. Need to coodinate				"Evoluate la suis	
MACRO Development	Paula, Yoana,	Improves 911 response times by having calls diverted				Evidence Based -	"Evaluate, Inquire, Review, Report,	
(sheet 3)	Omar	from 911 to MACRO.	Part IV, I, III.	Objective I, III	Part II	Quanitative Data	Recommend"	
			1.1 Annual fiscal and performance audits. 1.3 Review OPD Hiring Plan. 1.4 Annual Report of					
			SVS. 2.1 Annual Ceasefire Report. 2.2-2.3 Annual CRO & CRT Reports. 2.5 Annual Update Diversity					
			of MZ Positions. 2.6 OFD Annual Report on Call			Evidence Based -		
Strategic Plan Objectives for 2024	Omar, Yoana	Summarize which objectives we'd like to have presentations for in 2024.	Center. 2.4 Tracking Recommendations from Evaluations	Objectives I, II, III, IV	Objectives I, II, III, IV	Quanitative and Qualitiative Data	"Evaluate & Review"	
			Increases the number of folks who can respond to					
		Slow 911 response times. Have applicants attend	both medical/fire + law enforcement issues by increasing officer capabilities. Helps shift from a					
Public Safety Officer position	Omar	both fire and police academies to create a new role.	warrior to a guardian mindset.	Objective I	Part II			
Cross Training OFD call center w/ 911 call center	Omar	911 call center is out of CAL OES standards for call answering times.	Research cross training OFD center folks to augment 911 center staff.	Objective I	Part II			
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Meeting Agenda 2024

February: Roll Call (3), Open Forum (10), Approval of Minutes (2), Knightscope Technology - Mark (30), MACRO - Omar (30), CARE - Gloria (10), Verified Response - Omar (10), ASAP to PSAP - Omar (10), SSOC Dashboard - Omar (15), RPSTF - Yoana, Omar (15), Mtg Calendar (5), Report From Staff (5), New Business (5) / 2:30

March: Urban Strategies? (30), CARE (15), MZ Mayor Reps (30), Prior SSOC Commissioners (30), ASAP to PSAP (15) / 2 hrs

April: MACRO (30), Objective 1.1 (20), CARE (10), Prior SSOC Commissioners (30), Quarterly Financial Report (30) / 2 hrs

May: RPSTF Rec's (30), Quarterly Financial Report (30), Evaluation Recommendation Tracking (30), VCOC Operations Overview (30) / 2 hrs

June: MACRO (30), State of 911 Call Center (30), State of OFD Call Center (30), CARE (15), SSOC Dashboard (15) / 2 hrs

July:

August: MACRO (30),

September: present joint mtg presentation rough draft

October: finalize joint mtg presentation, MACRO, OPD Objectives part 1 & 2

November: Joint meeting, OPD Objectives part 1 & 2, OFD, DVP, Ceasefire, Discuss Election Results?

December: Recess or joint meeting debrief, future of MZ, MACRO

1) Omar, Yoana and C									
	nment							RPSTF Final Recommendations 1. Create an Oakland Specific Crowd Control Ordinance	Task Force approval sta approved on 3/10/21
	M Kanlan to die	cuss how to bring	forward and pro-	sent to the public 1	Verified Response ~	nd MACRO undeto	15		approved on 3/10/21 approved on 3/10/21
CP Bas's office to s				track progress on		na wraciso upuate			approved on 3/10/21 approved on 3/10/21
 CM Fife to reach out 						rative about safety	in Oakland		approved on 3/10/21
 CM Fife to speak w 					resenting a new nam	dave about ballety	in oundrid		approved on 3/17/21
								24. Train Officers on the History, Engagement of Black and Brown Communities in Oakland, as well as unique Community.	
 Omar and CM Kapl 			ied Response					Sensitivities and Engagement with Youth	approved on 3/10/21
 CP Bas's office to s 	set up meeting at	the end of Feb							approved on 3/10/21
									approved on 3/10/21
SOC Joint Meeting									approved on 3/10/21
# 69/107 - Invest in Re			ns						approved on 3/10/21
or youth run by the Ne									approved on 3/10/21
Accountability Board (I									approved on 3/17/21
which have been show	vn to reduce recid	livism							approved on 3/17/21
									approved on 3/17/21 approved on 3/10/21
122 - Facilitate partn Commission (OYAC) a									approved on 3/17/21
outh Leadership Cou		ze and Communit	y						approved on 3/10/21
routil Leadership Cou	Incli (OPC-TCE)								approved on 3/10/21
								 Implementing a Second Phase of Reimagining Public Safety (amended on 3/17/21 to include the following language: 	approved on arrorz r
								"Facilitation of the second phase must be rooted in community practice, such as being trauma-informed to interrupt sexism and	
67 - Begin moving to								racism, so that the process does not perpetuate the harm we're seeking to undo.")	approved on 3/17/21
estorative city by inve									approved on 3/10/21
akland, and by devel									approved on 3/17/21
or community membe									approved on 3/17/21
ob opportunities, hous	sing, mental healt	n resources, etc.)							approved on 3/10/21
co Duild a Daart	Hub (one star '	cation) where i	lico						approved on 3/10/21 approved on 3/10/21
68 - Build a Reentry wolved folks can get			uce-						approved on 3/10/21 approved on 3/10/21
wowed to it's call get i	GOODA IN SELVICE								approved on 3/10/21
149 - Provide additio	nal funding to the	Department of							approved on 3/17/21
iolence Prevention by									approved on 3/17/21
General Fund and/or s									approved on 3/17/21
leasure Z	., parang uno pa								approved on 3/17/21
								61. Dissolve OPD Homeless Outreach Unit and reinvest in mobile street outreach	approved on 3/10/21
								64. Repeal laws criminalizing homelessness and poverty (withdrawing "vandalism" and "disorderly conduct" per TF amendment	
36/97/43 - Create a								on 3/17/21)	approved on 3/17/21
SOs are cross trainer			vide						approved on 3/17/21
eamless emergency s	services to the co	mmunity							approved on 3/17/21
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53 Verified Respons	se - update the bu	urglary ordinance	to reflect a new	verified response	requirement to eliimi	inate wasteful OPD) FTE hrs		approved on 3/10/21 approved on 3/10/21
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								75. Pay unhoused community members to guide solutions to housing crisis	., p
								,	approved on 3/17/21
								77. Create immediate housing solutions	approved on 3/10/21
								78. Revitalize commercial corridors	approved on 3/17/21
									approved on 3/10/21
								80. Create a Workforce Equity Fund	approved on 3/17/21
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								111. Create a civilian Department of Cannabis	approved on 3/17/21
								112. Invest in equitable development of cannabis industry	approved on 3/17/21
								113. Lower the cannabis business tax	approved on 3/17/21
								114. Establish a Community Reparations Commission	approved on 3/10/21
								122. Increase Investment in OYAC & OPC-YLC	approved on 3/10/21
								125. Civillian team to respond to calls where no threat or harm	
									approved on 3/17/21
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