



**SAFETY AND SERVICES OVERSIGHT COMMISSION (SSOC)**  
SSOC created by the Public Safety and Services Violence Prevention Act of 2014 (Measure Z)

**Regular Meeting**  
**Monday, July 22, 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), Samuel Dawit, (D6), VACANT*  
*(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, July 22nd, 2024, at 6:30pm at**  
**1 Frank H. Ogawa Plaza, Oakland, CA 94612 in Council Chamber**

**OR**

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## **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](mailto: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](mailto:fverdin@oaklandca.gov).

Do you need an ASL, Cantonese, Mandarin or Spanish interpreter or other assistance to participate? Please email [fverdin@oaklandca.gov](mailto:fverdin@oaklandca.gov) 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 [fverdin@oaklandca.gov](mailto:fverdin@oaklandca.gov) o llame al (510) 238-3128 o al (510) 238-2007 para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

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***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 | ATTACHMENTS           |
|---|------------|------|-----------------------|
| <b>1. Call to Order</b>   | 6:30 PM    | AD   |                       |
| <b>2. Roll Call</b>   | 1 Minute   | AD   |                       |
| <b>3. Approve April and May Meeting Minutes</b>   | 1 Minute   | A    | Attachment 2a and 2b  |
| <b>4. Open Forum – For items not listed on the Agenda</b>   | 5 Minutes  | I    |                       |
| <b>5. SSOC 911 Improvement Recommendations: ASAP to PSAP (Nashville ECC)</b>  | 40 Minutes | I    | Attachments 5a and 5b |
| <b>6. SSOC 911 Improvement Recommendations: MACRO, Self-Triage 911, CAL OES Standards (Farmer, Dawit)</b>                       | 20 Minutes | I    |                       |
| <b>7. New SSOC OPD Liaison, DC Tedesco Introduction</b>   | 10 Minutes | I    |                       |
| <b>8. Joint Meeting Presentation Preparation: July 18<sup>th</sup> ad hoc Meeting recap and next steps (Mehta, Cure, Dawit)</b> | 30 Minutes | I    | Attachment 8          |
| <b>9. SSOC Resolution recommendation (Farmer)</b>   | 30 Minutes | I    | Attachment 9          |
| <b>10. Report from Staff – Schedule Planning</b>  | 5 Minutes  | I    |                       |
| <b>11. New Business</b>   | 5 Minutes  | I    |                       |
| <b>12. Adjournment</b>  | 5 Minutes  | I    |                       |

**A = Action Item / I = Informational Item / AD = Administrative Item /**



**SAFETY AND SERVICES OVERSIGHT COMMISSION (SSOC)**  
SSOC created by the Public Safety and Services Violence Prevention Act of 2014 (Measure Z)

**Regular Meeting Minutes - DRAFT**  
**Monday, April 22, 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), Samuel Dawit (pending)*  
(D6), Gloria Bailey-Ray, (D-7), Michael Wallace (Mayoral), Sonya Mehta (At-Large)

| ITEM  |
|---|
| <b>1. Call to Order</b>   |
| <b>2. Roll Call</b><br>In attendance: Chair Farmer, Commissioner Dawit, Commissioner Mehta, Bailey-Ray, Commissioner Hawthorn, Commissioner Wallace, Commissioner Tchoukleva, Commissioner Cure.  |
| <b>3. Approve March Meeting Minutes</b><br>Motion to approve the minutes by Commissioner Hawthorn, second by Commissioner Mehta.<br>The minutes were approved unanimously.  |
| <b>4. Open Forum</b><br>No public comment.  |
| <b>5. SSOC Dashboard – MACRO ad hoc discussion</b><br><br>Chair Farmer referenced the MACRO spreadsheet in the agenda packet. He indicated that the spreadsheet highlights concerns regarding the MACRO programs transparency on how it operates. Chair Farmer shared that the SSOC is looking for a councilmember to sponsor an ordinance to establish a City of Oakland MACRO board or commission to oversee the program. Boards and commissions are governed by the Brown Act. This will also provide a forum for a public oversight body to weigh in on issues regarding the program. The current advisory board does not provide opportunities for the community to provide consistent feedback.<br><br>There was a drafted resolution in the agenda packet.<br><br>MACRO did publish a phone number, 510-444-MACRO. |

Commissioner Mehta mentioned that it would be helpful to have materials and a communication strategy to promote the new phone number.

Public Comment: Jim Donatell spoke in support of the MACRO program and the necessity for results reporting.

**6. SSOC Commissioners will review and take possible action on MACRO ad hoc recommendations (Farmer)**

Chair Farmer provided an overview of a rough draft of the proposed ordinance.

Commissioners weighed in on the MACRO ad hoc recommendations. They highlighted the need for a clear understanding of the coordination between OPD and the Fire Department. They emphasized the value of the MACRO program. The general public is aware of MACRO, but unclear on how to access it. There is a lack of marketing, information and education.

Vice Chair Tchoukleva moved to adopt the draft resolution language with a recommendation from the SSOC to City Council to implement an ordinance based on the vision that is laid out in the draft resolution. Commissioner Bailey-Ray seconded the motion.

Commissioner Bailey-Ray – yes, Vice Chair Tchoukleva – yes, Commissioner Mehta – yes, Chair Farmer – yes, Commissioner Hawthorn-yes, Commissioner Wallace – yes, Commissioner Cure – yes.

Commissioner Dawit abstained.

The motion passed.

Public Comment: Mary Vail spoke and previously provided written comments to Chair Farmer.

**7. Former SSOC Commissioner Feedback: Link to Survey: <https://docs.google.com/forms/d/1Nv25BYsZO3Wf3C1UjD4LFgqbhfY7nFcDUX-22yIV5Mc/edit> (Farmer)**

Chair Farmer provided an update on the survey responses. The survey was developed to obtain feedback from former SSOC commissioners. The purpose of

the survey is to get feedback on their experience as former commissioners, in addition to their views on the proposed measure.

The Commission took a 5 minute recess.

Letitia Henderson joined the meeting and provided an update on her experience as the previous chair of the SSOC. She responded to questions from commissioners.

Public Comment: Jim Donatell

**8. Discuss the Oakland Community Violence Reduction and Emergency Response Act of 2024 as a potential SSOC Recommendation (Tchoukleva)**

Vice Chair Tchoukleva indicated that the new proposed commission has a different level of authority. They will have planning authority and are required to develop a 4 year violence prevention plan that complies with the 60/40 allocation of the funding, including funds set aside for the fire department. If approved by voters, the proposed new commission could provide more accountability and oversight.

Motion by Chair Hawthorn to support the new Measure Z and authorized Tchoukleva, Mehta and Farmer to write and release a press release from the SSOC in support of the measure. Second by Tchouleva.

Motion passed unanimously.

Public commenters: Donald Dalke, Jose Dorado

The commission took a two minute recess.

**9. Ceasefire Progress Report Recommendation (Tchoukleva)**

The meeting was reconvened.

Vice Chair Tchoukleva provided an overview on this item and indicated that an executive summary regarding the Ceasefire Program was included in the agenda packet.

Commissioner Wallace recommended that a representative from Faith in Action East Bay attend the meeting since they are involved with the night walks and other activities that are part of the Ceasefire strategy. He

indicated that Reverend Damita can provide an overview of the relationship between Ceasefire, the County, City and other groups. DVP can provide an overview on the violence interrupters and life coaches. Its important to hear about other activities that are critical to the overall strategy. Including the number of people that are being reached, how frequent are the night walks and what is the impact.

Commissioner Hawthorn referenced the importance and value of the audit recommendations and obtaining updates on those items.

Pastor Wallace emphasize the need to get feedback on the recommendations for accountability, transparency and success reporting on each recommendation.

Commissioner Bailey-Ray suggested presentations in June, August and October.

Vice Chair Tchouleva moved to have three meetings between now and the end of the term of the SSOC where DVP, OPD, Rev. Damita and representations from Faith in Action are invited to provide progress updates on how they are each working to revive Operation Ceasefire. Second by Commissioner Wallace.

The motion passed unanimously.

No public comment.

**10. DVP Dashboard update (Tchoukleva)**

Vice Chair Tchoukleva provided an update on this item. Members of the SSOC met with Councilmember Reid's office and the Department of Violence Prevention staff to discuss a dashboard that is being compiled by DVP staff. To date, much of the data are performance metrics, however outcomes data will be provided through the Urban Institute and Urban Strategies evaluations. There will be opportunities for the community and SSOC to provide feedback.

No public comment on this item.



**11. Remote Participation (Tchoukleva)**

The bylaws language is corrected. There was one small change, on page 48 to clarify that each commissioner can request to use AB2449 two times per year. This is under subsection 1.

Chair Farmer clarified that Commissioners attending remotely do not contribute to the quorum.

Staff provided an update and indicated that more information will be available in May.

No public comment on this item.

**12. SSOC Dashboard – (1) Initiatives, (2) CARE, (3) Strategic Plan Objective 2.4, Evaluation Summary (Tchoukleva/Farmer/Bailey-Ray/Cure)**

Chair Farmer provided an update on this item. He thanked Commissioner Cure for her work on strategic plan objective 2.4 which is a summary of the various evaluations. This information will be included possibly as a score card in the end of year report.

The Chair indicated that there is one upcoming community presentation.

The information provided on the dashboard included in the agenda packet is to keep everyone update on the initiatives that the Commission is working on to date.

No public comment on this item.

**13. Report from Staff – Schedule Planning**

Staff reminded the Commission that the next meeting of the SSOC is May 20, 2024.

**14. New Business: SSOC Membership, etc**

Chair Farmer and other commissioners welcomed the newest Commissioner Samuel Dawit from District 6.

The meeting was adjourned.



**SAFETY AND SERVICES OVERSIGHT COMMISSION (SSOC)**  
SSOC created by the Public Safety and Services Violence Prevention Act of 2014 (Measure Z)

**SPECIAL MEETING MINUTES**  
**Monday, May 20, 2024**  
**6:30pm**

**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), Samuel Dawit (D6), Gloria  
Bailey-Ray, (D-7), Michael Wallace (Mayoral), Sonya Mehta (At-Large)*

**1. Call to Order**

**2. Roll Call**

In attendance:

Chair Omar Farmer, Vice Chair Tchoukleva,  
Commissioner Hawthorn, Commissioner Mehta

Absent: Commissioners Cure, Dawit, Bailey-Ray, Wallace

**3. Approve Meeting Minutes**

The April minutes were not approved due to lack of quorum.

**4. Open Forum – For items not listed on the Agenda**

There were no speakers on this item.

**5. Ceasefire Update by Chief Holly Joshi, Department of Violence Prevention (DVP); Reverend Damita Davis-Howard (Oakland Police Department); Rev. Dr. George C.L. Cummings, Faith in Action East Bay**

All speakers provided an extensive update on their role with the Ceasefire Program. Dr. Cummings provided an overview on the night walks, including the successes and challenges. He shared that the Night walks are a great way to promote the program and let the community know that people care.

Reverend Damita indicated that the walks often take place on the second Friday of the month. She is also discussed the value of direct communication with individuals that are involved with crime. Rev. Damita discussed the numbers of people that participate in the program and the various organizations involved. She also shared crime data.

Dr. Joshi with the Department of Violence Prevention made a PowerPoint presentation and provided an update on the evaluation completed by the California Partnership for Safe Communications. One of those recommendations included developing a clear theory of change as it relates to gun violence. Dr. Joshi updated the Commission on all recommendations.

The SSOC asked a range of clarifying questions.

**6. DVP Dashboard update**

Vice Chair Tchoukleva provided an update on this item. The goal is to have the dashboard go public at the end of July with process metrics initially and when outcome metrics become available, they will be added to the dashboard.

There were no questions on this item

**7. CARE: Former & Current SSOC Commissioner Survey (Farmer)**

Chair Farmer provided an update on this item. The goal is to ultimately develop a survey for the public to provide feedback. Vice Chair Tchoukleva discussed the challenges of releasing a survey; however, expressed a willingness to support the effort.

**8. CARE: League of Women Voters (LWVO) follow up, June 5<sup>th</sup> 35x presentation, etc. (Farmer, Tchoukleva)**

Chair Farmer provided an update on this item and referenced the items that were included in the agenda packet. Members of the SSOC met with the LWVO and they appreciated the effort and response to their report. The goal is to show the process that have been made and there are many positive outcomes.

There was an update on the CARE outreach efforts in the agenda packet and Chair Farmer provided updates on future meeting presentations to community groups about the work of the SSOC.

There were no further comments.

#### **9. MACRO ad hoc discussion (Farmer)**

Chair Farmer shared that the City Attorney's Office is working on a draft for a proposed macro commission ordinance. There was a draft in the agenda packet that started on page 52. Three councilmembers have expressed interested in supporting a new macro commission. A primary discussion points as been funding and Chair Farmer shared possible funding options.

Staff referenced an email that was sent by Julia Owens in support of the Commission. Chair Farmer requested that staff read the email into the record.

#### **10. Emergency Response Act of 2024 SSOC Endorsement and Press Release (Farmer, Tchoukleva, Mehta)**

The SSOC released a press release to endorse the Act. The press release was included in the agenda packet and posted on the Commissions website.

Commissioner Hawthorn indicated that she attended a meeting with Oakland Together and learned of the progress to add the new measure on the ballot.

Commissioner Tchoukleva encouraged the public to visit the Oaklanders Together website to learn more about the new measure.

#### **11. SSOC dashboard – Initiatives, Agenda Plan (Farmer)**

Chair Farmer provided an update on this item and materials were included in the agenda packet. He shared that a long term agenda plan for the Commission was included in the packet.

#### **12. Joint Meeting Presentation Prep (Farmer)**

Chair Farmer shared that those past presentations were included in the agenda packet.

#### **13. Report from Staff – Schedule Planning, Remote Participation, etc**

Staff provided an update on the remote participation. Ms. Verdin indicated that there is new legislation proposed at the state level that the Deputy City Administrator is monitoring. KTOP can support the remote meetings. The goal is to roll out remote participation across all boards and commissions at the same time, including training staff on the process. The goal is to also implement remote participation with a training for staff.

#### **14. New Business**

The commission discussed the possibility of hosting a future meeting at an offsite location.

The meeting was adjourned.

- 3.14** Subject: Receive An Informational Report On ASAP To PSAP  
From: Councilmember Kaplan  
Recommendation: Receive An Informational Report From The Public Safety And Services Violence Prevention Oversight Commission On The Automated Secure Alarm Protocol To Public-Safety Answering Point Service (Also Known As "ASAP To PSAP"), A Software Designed To Deliver Notifications Of Commercially Monitored Alarms To PSAP Computer-Aided Dispatch Systems Electronically; On The September 10, 2024 Public Safety Committee Agenda

[24-0662](#)

**Sponsors:** Kaplan

- 3.15** Subject: East Bay Regional Park District Cooperative Agreement  
From: Animal Services Department  
Recommendation: Adopt A Resolution Authorizing The City Administrator To Enter Into The Cooperative Agreement Between The East Bay Regional Park District (EBRPD) And Local Animal Service Agencies To Protect And Remove Cats Found In The Habitats Of Endangered Species In EBRPD Parks; On The September 17, 2024 City Council Agenda On Consent

[24-0625](#)

#### RECOMMENDATION FROM THE JULY 9, 2024 FINANCE AND MANAGEMENT COMMITTEE

- 3.16** Subject: Issuance And Sale Of Special Tax Bonds For Brooklyn Community Facilities District  
From: Finance Department  
Recommendation: Adopt A Resolution Authorizing The Issuance And Sale Of Special Tax Bonds In A Principal Amount Not To Exceed \$6,000,000 For City Of Oakland Community Facilities District No. 2023-1 (Brooklyn Basin Facilities And Services) For The Purpose Of Financing Authorized Facilities, And Approving And Authorizing Related Documents And Actions; And Adopting Appropriate Findings Under The California Environmental Quality Act

[24-0554](#)

**Sponsors:** Finance Department

**Attachments:** [View Report](#)

[View Attachment A](#)

[View Attachment B](#)

[View Attachment C](#)

[View Legislation And Exhibit A](#)

**Legislative History**

6/13/24

\*Rules & Legislation  
Committee

Scheduled to the \*Finance & Management  
Committee

**\*\*\* DRAFT \*\*\***

# 911 IMPROVEMENT RECOMMENDATIONS

OMAR FARMER  
SSOC CHAIRPERSON

“SAFETY & SERVICES  
OVERSIGHT COMMISSION”

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2. Recommendations
3. MACRO Synopsis
4. ASAP to PSAP Synopsis
5. Cost Analysis



# OVERVIEW

# PURPOSE

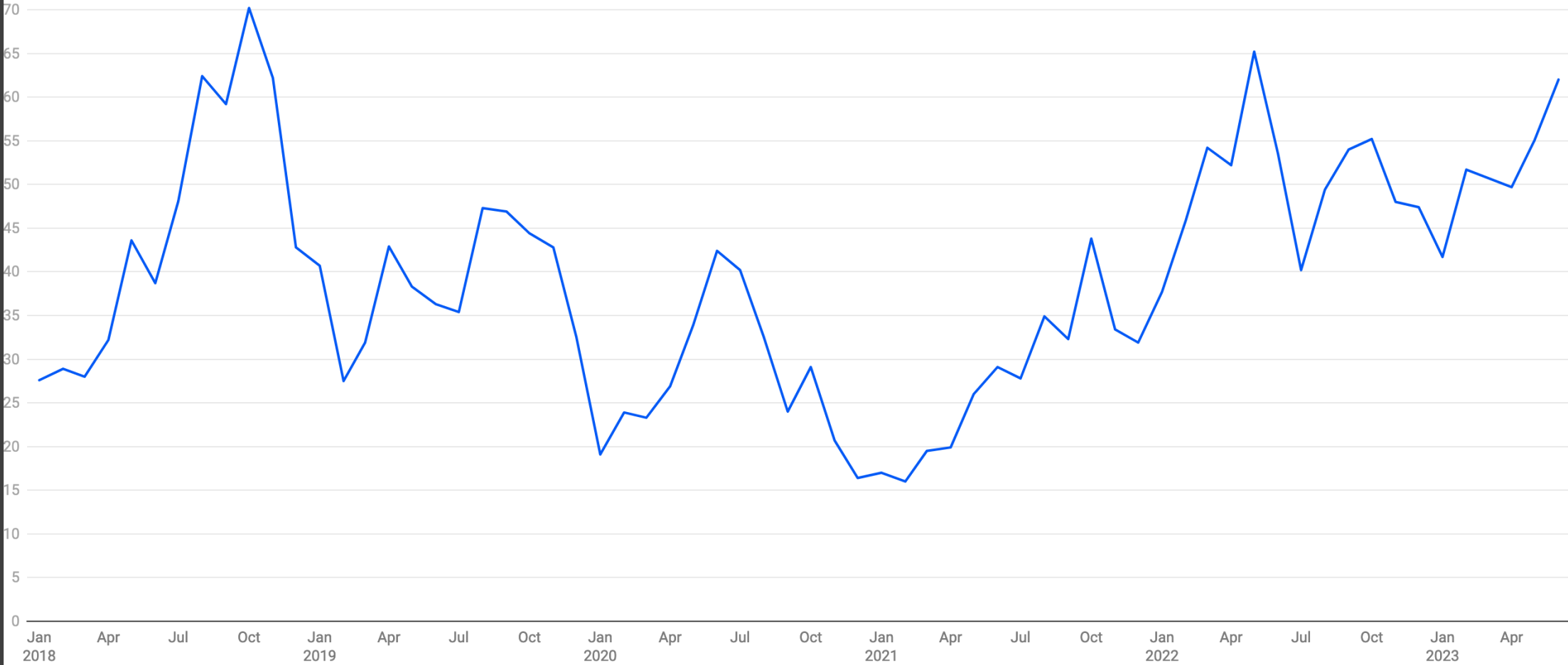
One of the three primary objectives of Measure Z (MZ) is to improve 911 response times. However, no effective strategies were initially placed within MZ or identified within the past 10 years since its been in place to accomplish this.

To date, overall, response time totals have increased instead of decreased. For example, the average time it took a dispatcher to answer a call in 2020 was 28 seconds. In 2023 through late November, that figure was nearly double at 55.8 seconds, not accounting for hold times.

By providing a robust set of recommendations, our goal is to assist with improving 911 call answering and processing times which provides an opportunity to improve upon response times.

# Oakland Police Department Average 911 Answer Times

The average answer time did not meet the state's threshold from January 2018 through June 2023.



Source: California Governor's Office of Emergency Services

# 911 CHALLENGES

1. Oakland's 911 response times as of December 2023 have become the worst in the state of California.
2. 90% of all 911 calls must be answered within 15 seconds for the call center to get back into California Office of Emergency Services standards for answering times. Oakland was at 46% of that back then.
3. Oakland is at risk of losing critical state funding due to its worsening response times if they don't get into compliance by July 26<sup>th</sup> 2024.
4. The 911 call center does not have enough staff or the level of technology to support their call volume. To exacerbate the situation, from April 2022 to April 2023 the Human Resources Dept failed to process 1,000 dispatcher applications.

7/26/2023

Eugenia Oliver  
PSAP Manager  
Oakland Police Department  
7101 Edgewater Drive  
Building 8  
Oakland, CA 94621

Dear PSAP Manager Oliver:

The California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) must advise the Oakland Police Department of compliance requirements for state funding. Acceptance of State Emergency Telephone Number Account (SETNA) funding stipulates that 9-1-1 calls be answered within 15 seconds 90% of the time. During the last 12 months, Oakland Police Department has been averaging 46.22% for 15 second answer time. Oakland Police Department is state recognized as a Public Safety Answering Point (PSAP), and is not compliant with the standard, and may be ineligible for continued state funding.

The CA 9-1-1 Branch understands Oakland Police Department requires time to bring operations into compliance. The CA 9-1-1 Branch agrees to provide Oakland Police Department a period of twelve (12) months from date of this letter to bring call answer times into compliance. Additionally, Oakland Police Department is required to provide Cal OES with the Call Answer Time Improvement Plan within 30 days of this notice. This could include recruitment, vetting, and training of new employees or identification of equipment issues. As PSAP Manager you have assured the CA 9-1-1 Branch that Oakland Police Department will undertake necessary measures to remedy the issue and bring your PSAP into compliance. In the event operations cannot meet compliance by July 26<sup>th</sup>, 2024, the CA 9-1-1 Branch will initiate termination of this accommodation, any associated accounts, Oakland Police Department will no longer be eligible for SETNA funding and will reroute 911 calls to another PSAP.

Thank you for your continued communication to the state regarding this matter and I look forward to working with you in support of Stanislaus Regional 9-1-1.



3650 SCHRIEVER AVENUE, MATHER, CA 95655  
(916) 845-8506 TELEPHONE (916) 845-8511 FAX  
[www.CalOES.ca.gov](http://www.CalOES.ca.gov)

SACKS\_112

# Worst Statewide Average 911 Answer Times For June 2023

The state requires 911 calls to be answered within 15 seconds 90% of the time to be in compliance.

**Oakland PD**



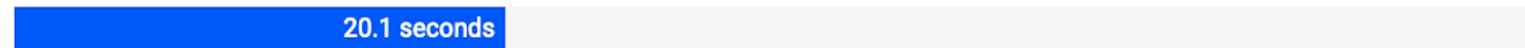
**CHP Golden Gate (Vallejo)**



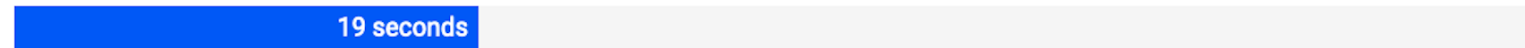
**LAPD Metro**



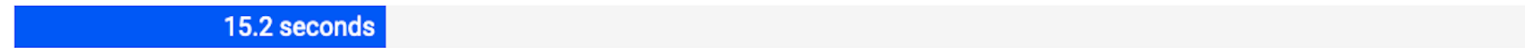
**Fresno PD**



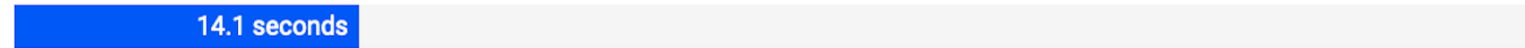
**Ventura County Fire**



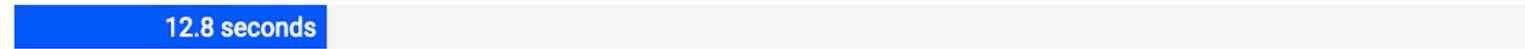
**Fresno County Sheriff**



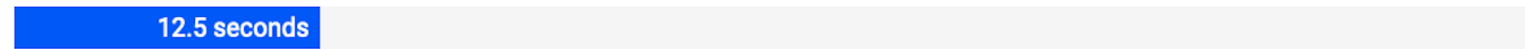
**San Bernardino Sheriff - Victorville/Desert Control**



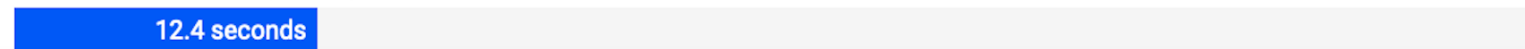
**San Francisco Department of Emergency Management**



**Alameda County Sheriff**



**Tulare County Sheriff (Visalia)**



Source: California Governor's Office of Emergency Services

# SSOC COMMITMENTS

- Section 4A6F of MZ enables us to make recommendations regarding the three primary objectives of MZ. One of which is to improve 911 response times.
- A goal within our Strategic Plan is to provide more deliverables to the community. Improving response times would increase customer service for residents who need to use the 911 call system.
- The SSOC has adopted 6 recommendations that are divided into 3 categories to help improve 911 response times that will be discussed later in this presentation.

# IMPROVEMENT BENEFITS

- 911 improvement strategies free up patrol officer time to address other safety concerns such as calls that involve gun violence, and other call for service such as burglaries and robberies. Improving upon responses and results for these types of calls is also an objective of MZ.
- Improving our responses to all types of calls may deter bad actors, it also allows officers to be more proactive.
- Reducing the workload of 911 call operators improves call answering times and processing times, resulting in improved response times.
- Doing so makes call operators and police officers more efficient and effective and is beneficial to their mental health and the public health of the city.



# RECOMMENDATIONS

# CATEGORIES

- Policy updates:
  - (1) Verified Response
  - (2) Promotion of OFD Call Center
- Technology upgrades:
  - (1) ASAP to PSAP
  - (2) Self-Triage 911 System
- FTE Development:
  - (1) MACRO Oversight
  - (2) Public Safety Officer Position

# STATUS

- Verified Response Burglary Ordinance Update Implemented Feb 2024
- Promote the direct line to OFD dispatch Promoted on KTVU Dec 2023
- MACRO Brown Act Governed Oversight Being sponsored by CM Kaplan, to be heard at the PSC on Sept 24th
- ASAP to PSAP Implementation To be heard at the PSC on Sept 10th
- ~~Adopt a Self-Triage 911 system~~ ~~Need to discuss further with 911~~  
Goes against their best practices
- Create a Public Safety Officer position Updating of recommendation in progress

# VERIFIED RESPONSE

Verified Response is part 1 of a 2 part strategy to reduce unproductive police officer time spent responding to false burglary alarms which are false alarms 98% of the time which amounts to a waste of 4.5-6.8 police FTE hours per year. This equates to \$910,000 to \$1,390,000 in unproductive police officer time per year.

The Verified Response strategy is a policy update to the burglary ordinance, that requires alarm owners who have a chronic false alarm issue to upgrade their alarm systems to include a secondary indication that a burglary is in progress, such as a second sensor trip (like a perimeter and a motion) or video/audio verification in a house or business. This 2nd trip shows that a person is moving from point A to point B prior to dispatching the police. This completes the verification step prior to having a response.

Verified Response was adopted by city council in February 2024.

# PROMOTION OF OFD DISPATCH

The direct line to OFD dispatch is (510) 444-1616. If you call them directly you more than likely won't be placed on hold. If you're in a life or death medical or fire situation the saving of seconds or minutes could be the difference in saving someone's life or home.

If you're on hold with 911 you have the option of calling this number instead. While this call center won't be able to automatically geolocate you, you can explain to them where to respond. Victims of emergency situations aren't always the ones in the location of the emergency so the geolocation issue won't apply to every caller. Multiple calls for the same incident make up many of the calls an emergency call center receives.

Being prepared by knowing the options you have in critical situations could mean saving someone's life or preventing catastrophic damage to a home or business due to a fire. While OFD does not prefer to encourage the use of this number, it's technically available to residents as a resource. Residents aren't prohibited from using it and there should not be negative repercussions for using it unless you're abusing your privileges or using it inappropriately. Furthermore, it's listed on the Oakland Fire Department's website.

Promoted on social media and via KTVU channel 2

# SELF-TRIAGE 911 SYSTEM

- As mentioned, in the “Overview” section the call center has been out of standards for call answering times for several years.
- Adopting a self-triage 911 system would, for example, allow residents to depress (1) for OPD, (2) for OFD, or (3) for MACRO rather than sitting on hold during a potentially life or death situation.
- According to the 2022-2023 Alameda County grand jury report (page 21) 60% of the calls the call center receives are quality of life or Fire Department related calls that don't require a police officer to respond to.
- A self-triage 911 system would lower the call volume of the call center, so the call center can get to other calls faster, which in turn would improve call answering times.

Removing as a recommendation after discussing it with the call center

# PUBLIC SAFETY OFFICER POSITION

- Creating a Public Safety Officer (PSO) position involves cross training prospective firefighters and police officers at both roles so they can respond to both types of calls.
- Having PSOs in place would improve the geographical positioning of first responder FTEs.
- The nature of this position would assist in changing the culture of OPD from that of a warrior to a guardian mindset in areas where that may be needed.
- Putting public safety FTEs in a better position to respond to all types of emergencies, will help them identify dispatch services for people in crisis quicker and more efficiently, resulting in greater chances of survival for patients, victims, or collateral areas of need.

Updating of recommendation in progress

# MOBILE ASSISTANCE COMMUNITY RESPONDERS OF OAKLAND (MACRO)



# MACRO

- MACRO is designed to remove a bulk of calls to the 911 call center in order to lower their call volume which would improve call answering times and processing times.
- MACRO leadership is lacking in transparency due to its history of private meetings, lack of publicly made disclosures, contradictory statements, and lack of documentation showing their effect on a decrease in 911 call center call volume.
- Brown Act governed oversight would require them to be more transparent and put them into position to be publicly accountable to any lack of progress towards removing a bulk of the 911 call center calls which would contribute to lowering the call center call volume.

Being sponsored by CM Kaplan, to be heard at the PSC on Sept 24th

# MACRO

|  |  |  |   |   |  |
|--|--|--|---|---|--|
| <b>MACRO Development:</b> Improves 911 response times by taking a portion of the 911 call volume   |  |  |   |   |  |
| <b>Training</b>  | <b>Status</b>  | <b>Quantitative Analysis</b>                         | <b>Status</b>                           | <b>Transparency</b>   | <b>Status</b>  |
| Develop 911 Dispatcher Curriculum  | TBD? Awaiting comparable curriculums for comparison. | 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 their parameters are.   | TBD?   | Review stats from other organizations                | Waiting to see their stats.             | Create a direct phone number  | COMPLETE. PUBLISHED as 510-44-MACRO in March 2024  |
| Evaluate total scope of calls MACRO will ultimately be able to go on.  | Done during RPSTF process?                           |  |   | SSOC MACRO Sessions   | In progress: tentatively put on agenda for April. 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 terms 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. |
|  |  |  |   | Recommend to city council for MACRO to be governed by a city of Oakland Commission that's governed by the Brown Act for increased transparency and inclusiveness. | Recommendation in progress. Vote on recommendation now then present it to city council at the joint meeting? Recruit a Councilmember to create a resolution to initiate the development of a city of Oakland MACRO Commission that's governed by the Brown Act. Link to draft Resolution Ordinance. CM Fife declined sponsoring the ordinance but CM Reid and Kaplan are interested in discussing further when budget season is complete at the end of June.   |
|  |  |  |   | Request MACRO be audited by the city auditor.   | Discuss at April 2024 meeting. Holding off for now.  |
|  |  |  |   | Create a public records request regarding MACRO inter-departmental communications   | Discuss at April 2024 meeting. Holding off for now.  |

**SSOC DRAFT**

**ORDINANCE ESTABLISHING PROCEDURES FOR OVERSIGHT OF THE MOBILE ASSISTANCE COMMUNITY RESPONDERS OF OAKLAND (MACRO) IN ORDER TO IMPROVE PUBLIC ACCOUNTABILITY AND CREATE TRANSPARENT OPERATIONAL, BUSINESS, FINANCIAL, AND ADMINISTRATIVE MACRO PRACTICES**

**WHEREAS** the city of Oakland has established public safety as one of its highest priorities and has determined that safety is essential for a thriving economy, healthy community, and quality of life for all Oakland residents; and

**WHEREAS** issues with police misconduct and ineffective deescalation tactics and training in response to members of the public who are in a mental health crises have at times resulted in excessive force and unnecessary loss of life at the hands of the police, as was the case during the Joshua Pawlik killing when the Oakland Police Department used their paramilitary BearCat armored vehicle as a shooting platform to apply deadly force; this incident was the impetus for adopting the Mobile Assistance Community Responders of Oakland (MACRO) program; and

**WHEREAS** investing in a coordinated system of non-sworn personnel intervention efforts before injury occurs will reduce economic and emotional costs and is a fiscally responsible use of taxpayer dollars when implemented efficiently and effectively; and

**WHEREAS** the current community input model for the Mobile Assistance Community Responders of Oakland is through the use of a Community Advisory Board (CAB) that is not operating as a City of Oakland Brown Act governed board or commission making it difficult to assess the efficacy of their operations; CAB meetings are not open to the public; recordings are not made, and minutes are not kept, making the functioning of the current CAB essentially confidential; and

**WHEREAS** members of the CAB have reported they have little to no direction on their duties. that meetings are not held on a consistent time or day, that there historically has been no set frequency, and that meetings are often canceled on short notice, making it difficult for them to plan their daily lives; CAB members have further stated that their input on the direction of the CAB and MACRO program is consistently disregarded or overlooked; and

**WHEREAS** the public perception is that the current percentage of 911 calls that MACRO handles in the place of the Oakland Police Department (OPD) is far less than the percentage forecasted by the study completed during the city of Oakland's Reimagining Public Safety Task Force process; and

**WHEREAS** the Oakland Police Department 911 Call Center has been out of California Office of Emergency Services (CAL OES) standards for call answering times for several years and is currently at risk of losing critical state funding or the ability to take 911 calls altogether if 911 call answering times are not improved; MACRO was designed to take a portion of 911 call center volume, resulting in a reduced overall call center volume and increased chances of meeting CAL OES standards; and

**SSOC DRAFT**

**WHEREAS** there is no evidence that MACRO has had an impact on improving 911 response, as anticipated; and

**WHEREAS** one of the duties of the Public Safety and Services Oversight Commission (SSOC) in the course of their oversight over Measure Z is to oversee and recommend strategies for improving 911 response times and is therefore recommending the implementation of this Resolution; and

**BE IT RESOLVED** the Oakland City Council establishes a City of Oakland Commission to oversee MACRO, with full Brown Act transparency requirements, and with the direction that this Commission meet no less than monthly; and

**BE IT FURTHER RESOLVED** that that the MACRO Commission shall: (1) receive reports on critical data including but not limited to: the number and percentage of 911 calls diverted from the Oakland Police Department and Oakland Fire Department call center to MACRO; the number of requests for service received through electronic mail (email); the number of requests for service received by their publicly shared phone numbers; (2) evaluate the total scope of calls for service MACRO will ultimately be able to respond to per day; (3) conduct a weekly 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 thereafter; and

**BE IT FURTHER RESOLVED** the Oakland City Council instructs the Oakland Fire Department (OFD) and the Oakland Police Department to: (1) make public and implement clear and understandable policies regarding MACRO call for service capabilities and limitations; (2) make public any training and curriculum developed for 911 operators and MACRO responders, including training on the parameters of calls that can be diverted to MACRO; (3) review statistics from comparable agencies in an effort to conduct quantitative analysis on how they can become more functional, efficient and effective in responding to calls for service; (4) develop and implement a strategic plan that identifies an organizational structure and future plans to scale the program to their maximum capabilities; and

**BE IT FURTHER RESOLVED** that each fiscal year, before the City adopts its two year policy budget or its mid-cycle budget adjustments, the Oakland Fire Department shall submit to the City Council, and the City Council shall adopt, a MACRO personnel hiring plan demonstrating how the City will achieve and/or maintain a strength of force required by this Resolution for the MACRO program to operate to its highest capabilities; the hiring plan will make use of assumptions that department attrition rates, recruiting success, and other relevant factors affecting the growth or shrinkage of the program will be comparable to the past two to four years' experience; and

**FINALLY, BE IT RESOLVED** that the Oakland City Council finds and determines the forgoing recitals are true and correct and hereby adopts and incorporates them into this Resolution.

# ASAP TO PSAP

To be heard at the PSC meeting on Sept 10th

# OVERVIEW

## Definition:

A Computer Aided Dispatch (CAD) to Computer Aided Dispatch communication from an Automated Secure Alarm Protocol (ASAP) station, also known as an Alarm Company call center, to a Public Safety Answering Point, the technical term for a 911 or Emergency Call Center (ECC).

## Strategy:

ASAP to PSAP is part 2 of our strategy to combat false burglary alarms which are 98% of the time false alarms and amount to a waste of 4.5-6.8 police FTE hours per year. This equates to \$910,000 to \$1,390,000 in unproductive police officer time per year. The 911 call center has considered similar technology for other types of calls but not one related specifically to burglary alarms.

# ACCOMPLISHES 3 THINGS

## Reduces call volume

Through proprietary predictive algorithms and artificial intelligence technology it's more accurate at detecting whether an actual intrusion is taking place resulting in less calls for service

## Reduces human error

It reduces instances of human error made between two people talking over the phone. Creates it's own electronic log entry.

## Improves processing times

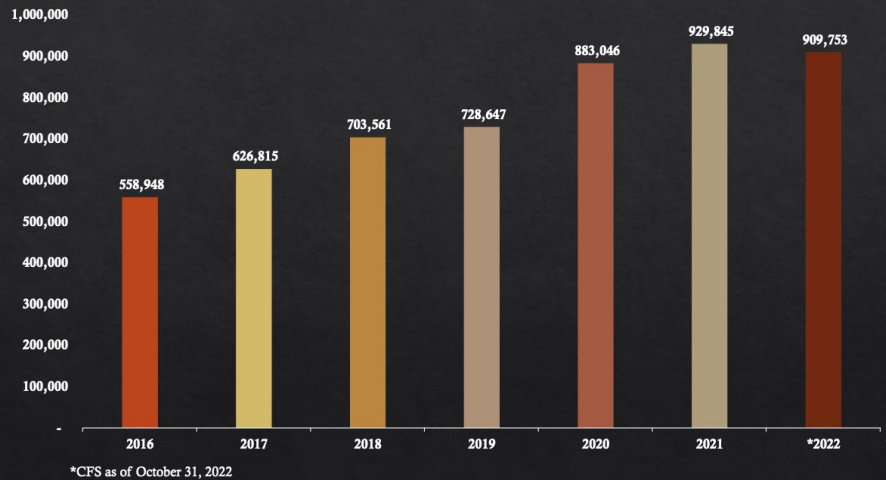
If it detects a break in it will create a call for service itself in milliseconds instead of seconds or minutes.

# CALL FOR SERVICE BREAKDOWN

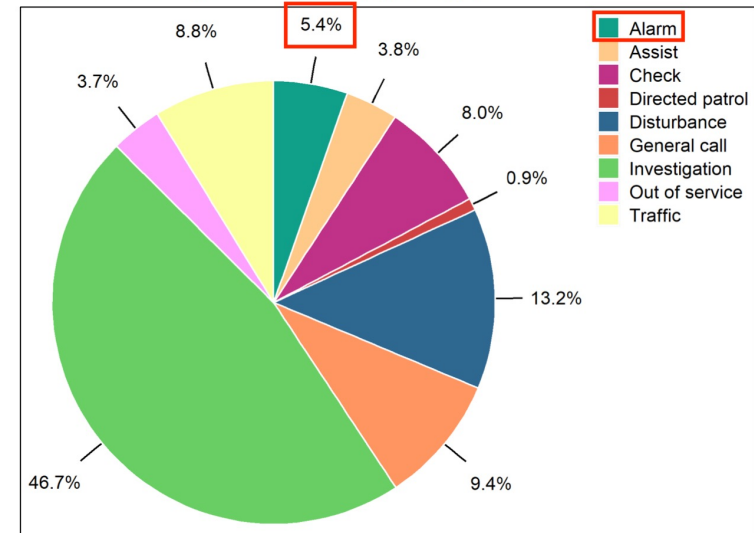
From 2018 to 2022 the 911 call center received on average 2,276.63 calls per day 5.4% of that equals 123 burglary alarm calls per day, 98% are false alarms.

In 2020 it was reported that burglary alarms amounted to 5.4% of the overall call volume for the 911 call center per the Police Data Analysis Report received from the Center for Public Safety Management.

**Incoming Calls for Service by Year 2016 to 2022**



**FIGURE 2: Percentage Events per Day, by Category**



**Note:** The figure combines categories in the following table according to the description in Chart 1.



# COMPARABLE – COLLIERS COUNTY

- Colliers County, FL uses ASAP to PSAP for both burglary and fire alarms. The use of it with fire alarms has not been approved in the state of California yet but this ability shows that it also has room for growth into other areas.
- They were the first agency in Florida to go live in 2018. Population is 400,000 total. Oakland's population is 430,000.
- Based on their call-taker time to take the initial call, and a minimum of one follow-up call, they eliminated over 283 hours of talk-time per year.
- Or said another way, about 24, 12-hour shifts per year!

# COMPARABLE - RIVERSIDE

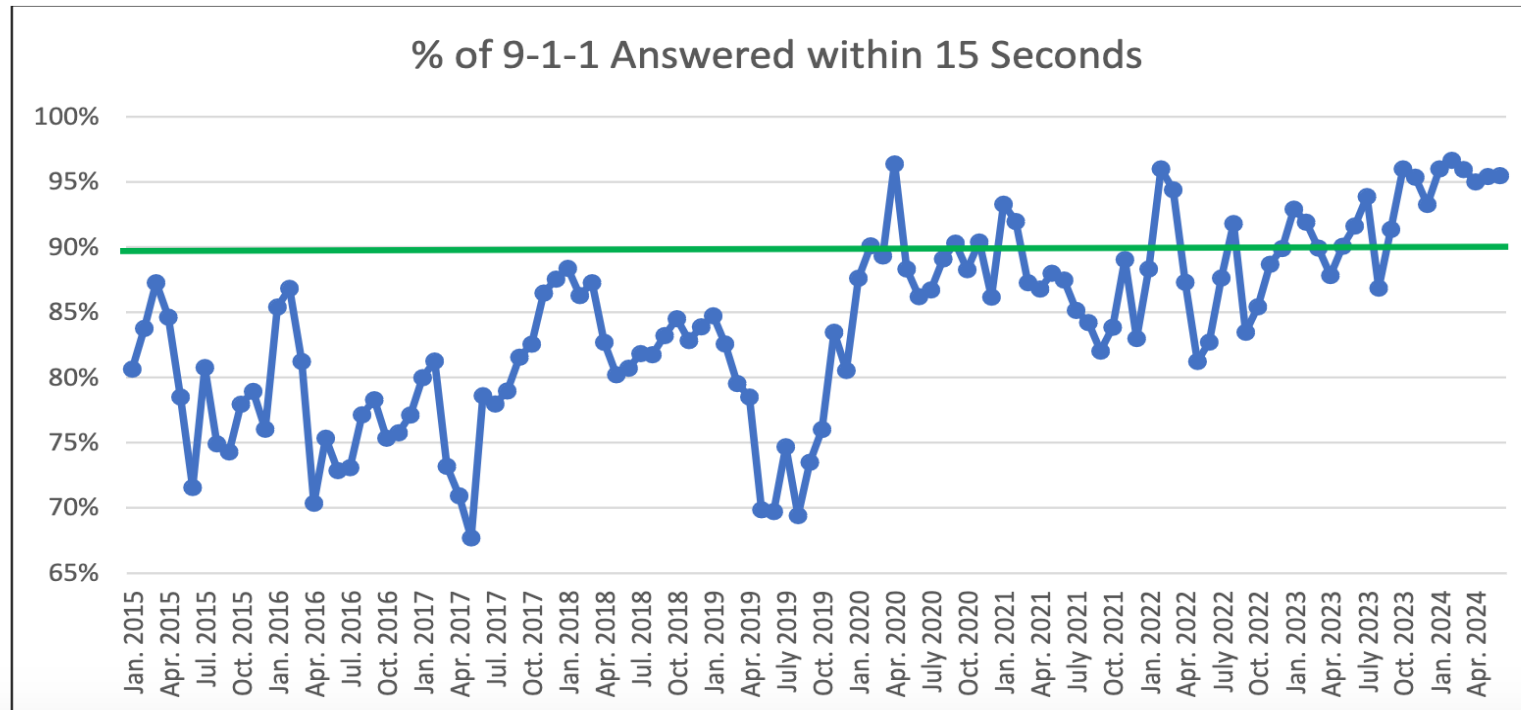
- Riverside, CA completed a pilot period for the state of California in 2023. Population is 320,000.
- It's removed on average 1,000 of their burglary alarm calls per month from their call volume.
- No problematic issues or ongoing maintenance costs. It's working as advertised.
- Riverside has on average 1,500 total calls for service per day. They don't have statistics on how many of those are burglary alarms. However, the national average is 5-10%.

# COMPARABLE - NASHVILLE

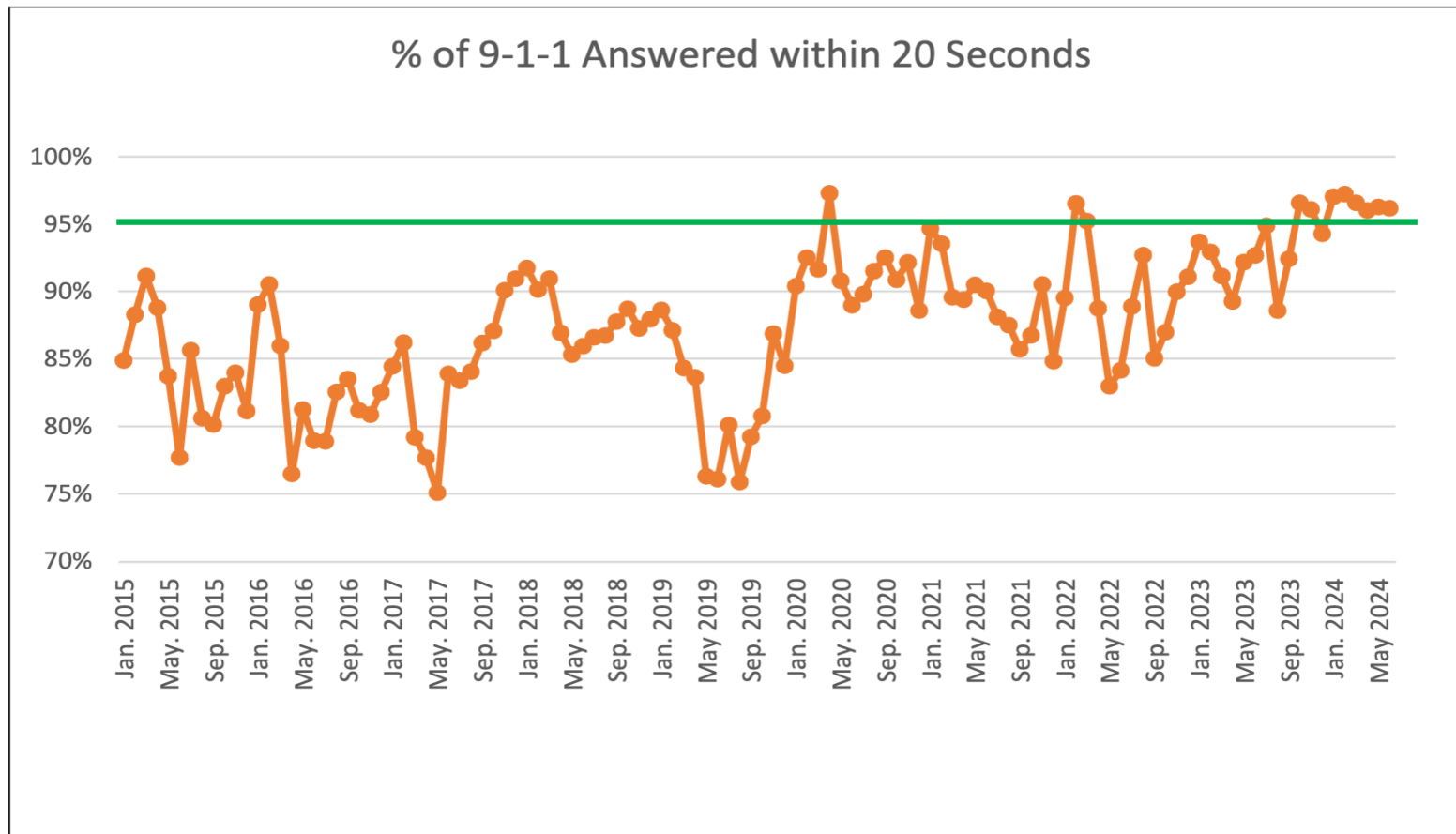
- The number of burglary alarm calls is the same as ours at 5.5%
- ASAP doesn't just eliminate the initial burglary alarm call it also eliminates any follow up calls or additional calls or reports from neighbors etc.
- By implementing ASAP in Jan 2020 since then call answering times have improved from 70% of all overall calls being answered within 15 seconds to ranging from 82-96% being answered within that time which shows the impact on call answering times addressing as little as 5.5% of the call volume can have.

# COMPARABLE - NASHVILLE

## **NFPA 1225 Chapter 7 Compliance with 9-1-1 Call Answering Standards 90% in 15 Seconds – 95% in 20 Seconds Jan. 2015 thru June 2024**



# COMPARABLE - NASHVILLE



# COST ANALYSIS

# FUNDING OPTIONS

## MACRO or ASAP to PSAP:

- Researching whether the \$2.5M received from joint power authority to invest in 911 improvements has all been used and if it was earmarked for 911 issues only.
- While ASAP to PSAP pays for itself we still need to identify how to pay for it up front.
- Leftover MZ funds from the 3% used for evaluations which haven't occurred every year.
- Ask call center if they have the funds to pay for it or identify a grant that pays for it.
- Wait until November to see if it can be funded from the general fund (i.e. fund 1010)

## MACRO:

- OFD funds set aside for MACRO Jeweled Legacy contract.
- Make it a short term task force or board to make it more cost effective.
- Redevelop the SSOC into a MACRO Board or Commission.

Administration/Kaplan/Fife/Bas/Jenkins BUDGET Amendments - FALL 2023. TO IMPROVE 911 DISPATCH

*from 11/7/23 item #10 on  
legislator*

**EXPENDITURE REDUCTIONS (NEGATIVE #)**

| Item #                                    | Fund | Dept.    | Description   | FY 2023-24<br>Ongoing | FY 2023-24<br>One-Time | FY 2023-24<br>Total | Notes  |
|---|------|----------|---|-----------------------|------------------------|---------------------|--|
| 1   | 1010 | Non-Dept | Decrease Debt Payment - Oakland-Alameda County Coliseum Authority |                       | 2,500,000              | 2,500,000           | Due to success bringing in new revenue and events at the Coliseum complex, reduction in needed expenditure to cover debt payments. |
| <b>Subtotal of Expenditure Reductions</b> |      |          |   |                       | 2,500,000              | 2,500,000           |  |

|  | FY 2023-24<br>Ongoing | FY 2023-24<br>One-Time | FY 2023-24<br>Total | Notes |
|--|-----------------------|------------------------|---------------------|-------|
| <b>FUNDS AVAILABLE FOR PROGRAMMING</b> | 0                     | 2,500,000              | 2,500,000           |       |

**EXPENDITURE ADDITIONS (POSITIVE #)**

| Item # | Fund | Fund    | Description  | FY 2023-24<br>Ongoing | FY 2023-24<br>One-Time | FY 2023-24<br>Total | Notes  |
|--------|------|---------|--|-----------------------|------------------------|---------------------|--|
| 1      | 1010 | OPD/OFD | Equipment, technology, and office space improvements for 9-1-1 dispatch systems                |                       | 650,000                | 650,000             | Funds to support technology and infrastructure upgrades for 9-1-1 dispatch systems, including CAD Client, VESTA Consoles, Computer Monitors, Laptops, White Boards, Furniture/ergonomics..   |
| 2      | 1010 | CAO     | Remove 311 calls from 911 dispatchers - provide Public Service Representatives (PSR) - 3.0 FTE | 203,919               |                        | 203,919             | Public Service Representative (311 calls) will handle after-hours non-police calls (i.e., downed trees, abandoned auto, street hazard, etc.), to allow OPD dispatchers to immediately transfer non-police calls to appropriate staff while allowing dispatchers to address police-related concerns. Start Jan 2024 |



|   |      |        |  |         |         |         |   |
|---|------|--------|--|---------|---------|---------|---|
| 3 | 1010 | OPD    | Police Communications Operators (PCO) - 3.0 FTE  | 241,593 |         | 241,593 | The PCOs will be primarily responsible for answering 911 calls for service to improve call answer times for emergency and non-emergency calls. Per FTE cost \$161,062.00. Starting January 2024.  |
| 4 | 1010 | OPD    | Police Services Technician II (PSTII). 3.0 FTE   | 308,925 |         | 308,925 | Improve the timeliness of the taking of crime reports, relieve 911 dispatchers and police officers of excess duties. The PST's will handle crime reports and connect directly with community members, to resolve extended wait times for service. Starting January 2024.                                      |
| 5 | 1010 | OPD    | Police Communications Supervisor - PS164   | 123,206 |         | 123,206 | Funds to hire an additional 9-1-1 dispatch Supervisor starting January 2024   |
| 6 | 1010 | OPD    | Police Communications Dispatchers - PS162 2.0 FTE  | 204,218 |         | 204,218 | Funds to hire an additional 9-1-1 dispatchers for the Oakland Police Department starting January 2024   |
| 7 | 1010 | HR/OPD | Increase signing bonus - Make applying and working for City of Oakland more attractive                                       |         | 100,000 | 100,000 | Proposed: New hires will receive increased bonus once they have cleared probation.  |
| 8 | 1010 | HR/OPD | Longevity Pay - Assist in retaining and recognizing long term employees, as well as keep us competitive with other agencies. |         | 75,000  | 75,000  | Proposed:<br>\$2500 (2-5 yrs.)<br>\$3000 (6-10 yrs.)<br>\$3500 (11+ yrs.)   |
| 9 | 1010 | HR/OPD | Dispatcher Recruitment Referral Incentive  |         | 80,000  | 80,000  | Proposed: Employees who successfully help recruit a new 911 dispatcher may apply to receive a \$5,000 one-time incentive. This incentive shall be paid to the staff member making the referral in two installments: (1) \$2,500 upon dispatcher being hired; (2) \$2,500 upon successfully passing probation. |

|    |      |          |  |         |         |         |  |
|----|------|----------|--|---------|---------|---------|--|
| 10 | 1010 | HR/OPD   | Work from home option to be able to rapidly expand the number of 911 call takers | 80,000  |         | 80,000  | Proposed: This is two-fold. 1) Those selected could perform their overtime duties from home with the intent of making overtime less burdensome; 2) Groups of Comm staff could be identified to be "on call". During unanticipated peaks, the supervisor would contact on-call staff and instruct them to log in until call spike passes. \$10,000 per call taking position.  |
| 11 | 1010 | Non dept | 911 Dispatch Project Manager/Consultant  |         | 125,000 | 125,000 | As Communications moves to strengthen its functions, it would be most helpful to have Subject Matter Expert(s) for a wide range of areas impacting the ECC. This person(s) will assist in creating an efficient operation as the ECC navigates change. Areas such as scheduling, training, policy and procedure update, and any other areas of change mandated by the Grand Jury and recommendations from previous audits. |
| 12 | 1010 | OPW      | Securing parking facilities to prevent break-ins                                 |         | 115,000 | 115,000 | Reduce needs for calls for service for car break-ins and protect employees and patrons from crime by adding security gates and lighting to key parking facilities  |
| 13 | 1010 | Non dept | Certified Therapists for Dispatchers   | 130,000 |         | 130,000 | Dispatchers need to learn coping and resiliency skills and continuously be supported as traumatic incidents occur. Having this support option throughout ones career will reduce instances of on duty injury, assist in better customer service, lower burnout rate, increase morale, and promote higher retention.  |
| 14 | 1010 | Non dept | Support City hiring with Grant to Oakland Private Industry Council (PIC)         |         | 60,000  | 60,000  | Funds to assist Oakland PIC's Hiring Efforts to Fill Key City of Oakland vacancies   |

|  |                  |                  |                  |
|--|------------------|------------------|------------------|
| <b>Subtotal of Expenditure Additions</b> | <b>1,291,861</b> | <b>1,205,000</b> | <b>2,496,861</b> |
|--|------------------|------------------|------------------|

In order to expedite urgent needs, the Council authorizes the City Administrator to proceed with these items without returning for additional Council approval.

|                            | FY 2023-24<br>Ongoing | FY 2023-24<br>One-Time | FY 2023-24<br>Total | Notes |
|----------------------------|-----------------------|------------------------|---------------------|-------|
| <b>SURPLUS / (DEFICIT)</b> | <b>(1,291,861)</b>    | <b>1,295,000</b>       | <b>3,139</b>        |       |

# Questions?

**Date:** 13 May 2024

**To:** SSOC Commission  
**From:** Omar Farmer, Chairperson  
**Cc:** Felicia Verdin - Staff Lead; Yoana Tchoukleva - Vice-Chair

**Subject:** Joint Meeting Presentation Preparation

Colleagues, the purpose of this letter is to follow up on our April 22nd discussion regarding initiating the creation of the 2024 joint meeting presentation ad hoc committee. As discussed, we propose having the three newest members conduct the presentation. The presentation is typically in November but has been held in October in the past. No date has been set yet but preparations are still needed. Moving forward, a motion will need to be made, and an ad hoc committee created in order to move forward as planned.

Over the next three months, progress regarding showing a presentation in the form of PowerPoint slides, notes from ad hoc committee meetings, or other questions to the rest of the commission will be on the agenda for discussion during our June 24th, July 22nd, and August 26th monthly meetings. That input must be submitted to the Executive Team and staff by no later than June 12th, July 10th, and August 14th respectively, in order to be able to include them in our agenda packages.

At our September 23rd meeting, we will review and finalize your presentation. Submit those presentation documents by no later than September 11th. Also be prepared to make your presentation to the entire commission from the guest presenter podium on the dias and keep the timeframe of your presentation to 20 minutes.

Enclosed in this month's agenda are the presentations from the past three years to assist in getting you started. Other references are listed on page 2 below. Moreover, the CARE spreadsheet in this month's agenda includes a link to the CARE presentation. The entire SSOC dashboard can also be shared with you upon request. Historically, joint meeting presentations have included the following types of information:

1. Overview & Purpose of SSOC. Our members.
2. Statistics Shared by DVP/OPD/OFD,
3. Financial Results
4. Evaluation Analysis
5. Work Completed within the past year.
6. Approved or Proposed Recommendations
7. Lessons Learned or Feedback
8. Anything else you'd like to add.

One to four slides per topic should keep you within the anticipated timeframe for the presentation. Since no more than four commissioners are allowed to participate in an ad hoc committee at any given time, if you want

to discuss your presentation with another commission, to avoid having a potential serial meeting Brown Act violation you may only have a discussion with no more than one additional commissioner per month. Please plan accordingly and feel free to ask additional commissioners questions at our monthly meetings.

Respectfully,  
Omar Farmer

**References:**

- Strategic Plan Objective 3.2 - Create an SSOC annual report that includes work on Strategic
- Plan objectives and present it at the joint meeting
- SSOC Strategic Plan 2022-2204
- 2021 Efficacy of Measure Z Joint Meeting Presentation
- 2023 Joint Meeting Presentation
- CARE Presentation & Feedback
- SSOC Dashboard

**Date:** 17 July 2024

**To:** SSOC Commisison  
**From:** Omar Farmer, Chairperson

**Subject:** SSOC Resolution

The following are potential recommendations developed through the Reimagining Public Safety Task Force process that may be included in an SSOC Resolution to present at or before our last joint meeting. We can request for the city attorney's office to draft the Resolution.

- **RPSTF recommendation 67** – begin building a restorative city by investing in RJ centers, like Restore Oakland, and by building a phone app that maps out existing services (from job opps to housing) and allows everyone to access them
- **RPSTF recommendation 122** – facilitate partnership b/n Oakland Youth Advisory Commission (OYAC) and Oakland Police and Community Youth Leadership Council (OPC-YCL)
- **RPSTF recommendation 69/107** – invest in the Neighborhood Opportunity and Accountability Board (NOAB) so that a greater number of youth accused of misdemeanors will have a chance to hold themselves accountable through a restorative justice process
- **RPSTF recommendation 68** – create a Reentry Hub (one-stop location) where justice-involved folks can get access to services
- **RPSTF recommendation 149** – invest \$20M in the Department of Violence Prevention
- **RPSTF recommendation 36/97/43** – create a joint OPD and OFD academy for a new Public Safety Officer position. May help with recruitment, and personnel shortages.

We already approved all of these recommendations before last year's joint meeting. The goal with these are for city council to adopt and implement them. Or if the proposed Oakland Community Violence Reduction and Emergency Response Act is approved this November having city council submit them to the new Public Safety & Planning Oversight Commisison (SPOC) to include into their initial four-year community violence reduction plan could also be an option.

Further, each recommendations should be data driven in order to gauge its effectiveness. If the SPOC is not put into place city council may identify other commissions or city departments to

implement these recommendations. This current list is not all-inclusive. We may add others prior to sending this list to the city attorney's office, where it will be developed into an SSOC Resolution.

Very respectfully,  
Omar Farmer  
SSOC Chairperson

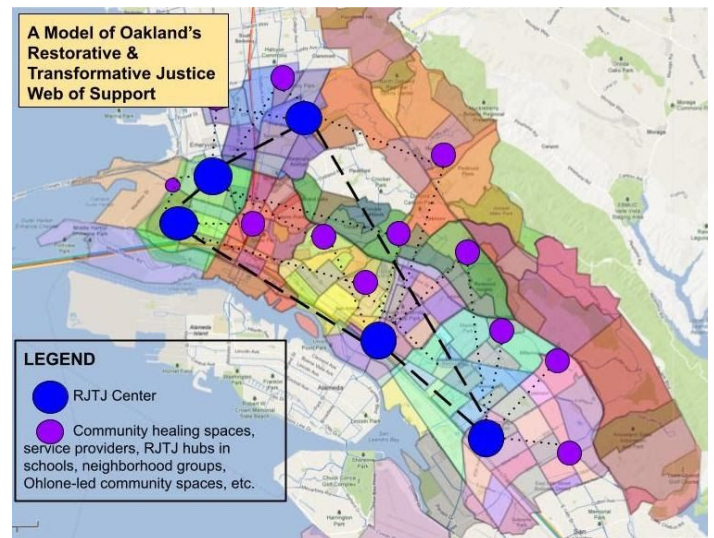
# Start Growing a Restorative & Transformative Justice Web of Support (*La Red de Justicia*) and Building a Restorative, Healing City

## Recommendation Summary

With support from the Defund Coalition, youth and community members, we call on the City of Oakland to start developing a Restorative Justice Transformative Justice (RJTJ) web of support (*la red de justicia*) made up of RJTJ centers, community organizations, service providers, school restorative justice hubs and community healing spaces.

## Background and Statement of Need

Right now our Black, Indigenous and People of Color communities are under-served and over-policed. Organizations that aim to address their needs are not well resourced and connected. We come together as a Restorative & Transformative Justice community to offer a vision for Oakland as a restorative city (aka healing city) that meets the needs of all of its residents, starting with those most impacted by violence. We propose forming a web of support made up of RJ Centers and existing orgs—first in Districts 3, 6, and 7—that serves to meet our communities' material needs, prevent violence, repair harm, and enhance public safety.



## Timeframe and Milestones

This is an umbrella recommendation with components that can be implemented sequentially:

- Organize community listening circles and informal chats, led by youth RJ leaders and system-impacted community members, to better identify needs in key neighborhoods.
- Build a phone app that maps out existing service providers and how to access them.
- Use city property or purchase spaces that can become RJTJ Centers (like [Restore Oakland](#)), offering on-site RJTJ conflict resolution, job training, small business incubation and connections to critical services, including housing, jobs or mental health counseling. RJTJ Centers can also host [community outreach workers](#), [violence interrupters](#) and a [community crisis hotline](#), while also being safe spaces to hang out.
- Fund and expand access to community healing spaces which use culturally-relevant modalities (music, dance, art, therapy, capoeira) to help people heal from harm.
- Collaborate with the [Sogorea Te' Land Trust](#) & support the demands of the Chochoyeno Ohlone peoples for rematriation of land, including land for prayer, community gardens, and traditional healing practices.
- Establish a new city agency—The Office of Restorative Justice Transformative Justice—made up of RJTJ practitioners, community members and indigenous leaders to facilitate the rollout of this web of support as part of the RJTJ ecosystem/infrastructure.

## Estimated Cost and Effectiveness

Estimated initial costs vary are \$560,000-1,500,000, depending on whether existing city-owned property can be repurposed for a RJTJ Center. Ongoing costs per RJTJ Center are \$400,000-\$800,000. In a 2017 [report](#), EBC recommended investing 35% of the city's public safety budget into the expansion of RJ initiatives because RJ has been shown to be effective in [reducing recidivism](#), improving victim/survivor satisfaction, and preventing cycles of harm.

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For the full recommendation template, including matrix, see pp. 5-19 [on this document](#).

For additional background on how Oakland can become a restorative city, see [this paper](#).



## **Provide More Comprehensive Reentry Support**

**Recommendation Summary:** Oakland must invest in a robust reentry network that provides housing, jobs, mental health counseling, healthcare, and other assistance to our formerly incarcerated community members. We are recommending the creation of and funding for a reentry hub (one-stop location) where people returning from juvenile or adult facilities/continuation schools can go to receive a range of services that will assist them in their reentry.

**Background and Statement of Need:** There is already a very tight network of formerly incarcerated peoples in Oakland; however, there are very few resources for them and the resources that do exist are often short-lived, change frequently, and are only partially funded. Having a central hub that exists for the sole purpose of reentry will be able to keep track of the most up to date information regarding resources and networks. The proposed central hub will be able to provide the proper referrals to meet the needs of everyone who comes through the door and help them navigate a much more comprehensive network of support and services catered to formerly incarcerated community members. We believe this network should be created and operated in partnership with formerly incarcerated peoples with firsthand experience.

Incarceration marks its victims, preventing them from reentering society and leaving them with a narrow set of options that heightens that probability of resorting to crime. Our city needs fewer barriers to reentry for the formerly incarcerated, who currently struggle to find jobs or housing that won't automatically turn them away. The difficulties of reentry create considerable challenges that are known to be underlying causes of violence and crime, such as a lack of income, housing, and community. The prison industrial complex disproportionately incarcerates Black and Brown adults and youth; therefore, comprehensive reentry support would directly address unemployment, homelessness, and recidivism rates for Black and Brown Oakland formerly incarcerated community members.

### **Estimated Timeframe:**

The central service center could be created immediately; however, it will take more time to develop the network of service providers, employers, and community partners. We will certainly leverage the restorative justice ecosystem proposed [here](#).

**Estimated Cost:** We do not currently have a fiscal analysis from the budget advisory board; however, the ongoing cost for an average Restorative Justice center ranges from \$400,000-\$800,000, which is a good estimate for what it may take for the central service center to stay in operation.

### **Contact Information:**

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(Alternate Responses, Programs, and Investments AB)

[Complete overview of proposed recommendation](#) (See Recommendation #2)  
Awaiting Budget/Data AB Fiscal Analysis

## Expand Restorative Justice Diversion for Youth and Young Adults & Expand NOAB

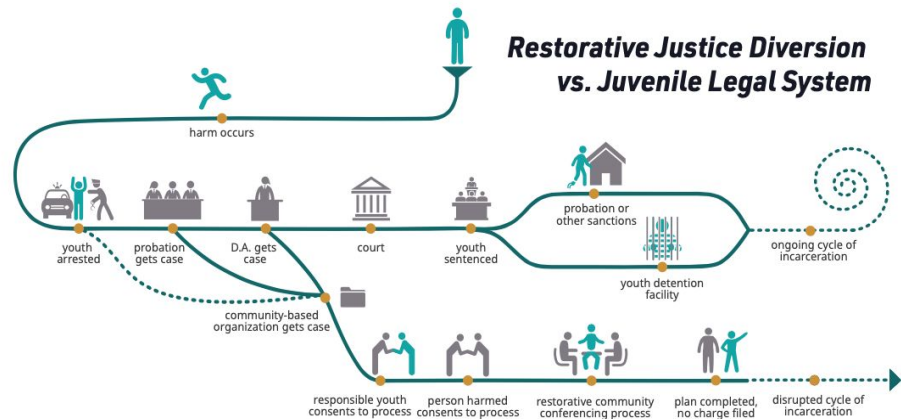
### Recommendation Summary

With the support of youth, community members and the Defund Coalition, we call on the City to fund and gradually roll out a citywide Restorative Justice (RJ) diversion initiative that serves all youth (<18 y/o) and young adults (18-25 y/o) who are arrested or about to be arrested in Oakland, starting by funding the NOAB and CWW diversion programs.

### Background and Statement of Need

A young person who goes through a restorative justice diversion program is 50% less likely to recidivate than a young person who goes through the criminal legal system. Currently, RJ diversion is available only to less than 100 youth per year through [Community Works West \(CWW\)](#) and about 20 youth through the [Neighborhood](#)

[Opportunity and Accountability Board \(NOAB\)](#). Both programs help youth take responsibility for the crime/harm they have committed and provide them with critical services so they can learn, grow and not reoffend. Both programs only work with youth accused of misdemeanors and low-level felonies. Youth whose cases are not diverted because they are not eligible or because CWW and NOAB do not have capacity are funneled into the criminal legal system, which is harmful, ineffective and expensive.



### Timeframe and Milestones

- Starting 2021: Allocate \$150,000 per year to expand CWW's successful program and advocate for a new MOU with the Alameda County District Attorney's Office.
- Starting 2021: Allocate \$600,000 per year to expand NOAB so that by 2023 all youth accused of misdemeanors or low-level felonies can be given the option to engage in a restorative process through either CWW or NOAB instead of traditional prosecution.
- Starting 2023: Expand the scope of NOAB and the CWW programs so they can offer RJ diversion to youth and young adults who are accused of higher level felonies, gradually making diversion an option for all youth and young adults in Oakland.

### Estimated Cost

- \$750,000 per year. Cost savings on reduced incarceration and probation will accrue to the County and thus the County should be able to cover some of the diversion costs.
- As background, it costs \$150,000 to keep a young person in juvenile detention for a year and \$23,000 to put them on probation. In contrast, RJ diversion costs \$4,500 per youth.

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For the full recommendation template, including matrix, see pp. 32-40 [on this document](#).

For additional info on the effectiveness of RJ diversion, see [this CWW](#) & [this NOAB](#) reports.

## **Establish a Department of Public Safety**

**Recommendation Summary:** We propose the creation of a new Department of Public Safety (DPS). In order to fulfill The Task Force mandate of Reimagining Public Safety, it will be necessary to reframe and redefine Public Safety. This will necessitate the creation of an institutional framework to integrate and coordinate policing and new civilianized public safety services.

**Background and Statement of Need:** By increasing the number of public safety personnel to respond to service demands that are not given high priority by OPD, such as mental health incidents, domestic violence, neighbor and landlord/tenant and parking disputes and noise complaints, response times will be faster and safety will gradually be enhanced over the long term.

It is envisaged that creating new skilled and competitively paid Public Safety Officers (PSOs) recruited locally, will shift responsibilities and resources away from OPD and create more union jobs for BIPOC Oakland residents.

PSOs could be jointly trained by OPD (in basic law enforcement protocols and criminal law) and DVP (in proactive violence prevention, intervention and mediation with a community/social work component).

Their mission as unarmed public safety personnel would include working at the neighborhood level with community influencers to identify unmet critical social/medical need, problem solve and respond to critical incidents, working with police officers and mental health specialists where appropriate. PSOs could organize local influencers into community street teams, borrowing from the example of Newark NJ. to help anticipate and tackle potential problems proactively.

It is also envisaged that the work of Community Resource Officers (CROS) be gradually transferred from OPD to PSOs who would be better equipped to do this work because of their local knowledge. PSOs could work collaboratively with Neighborhood Service Coordinators who would eventually be a part of DPS. The overall objective is to create a coordinated multi service community beat approach that is driven by local need which may vary depending on the public safety challenges in each neighborhood

**Estimated Timeframe:** Establishing a new public safety department with such wide authority is a lengthy organizational undertaking that would need to be accomplished in stages. However in the interim PSOs could operate as a pilot program in selected high crime neighborhoods, reporting to the DVP.

**Estimated Cost:** The overall costs of setting up a DPS are unknown at this stage. Seed funding would need to be budgeted for a pilot program.

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# Youth Advisory Board

## **Recommendation Summary:**

Increase investment and alignment in the Oakland Youth Advisory Commission (OYAC) and the Oakland Police & Community Youth Leadership Council (OPC-YLC) to enable effective resourcing for recruitment, planning, and coordination needed to center and legitimize youth voice related to improving community safety at scale.

## **Background and Statement of Need:**

The City of Oakland has failed to meaningfully invest in a citywide youth leadership strategy that authentically partners with youth to participate and engage with decision makers at the highest level. The lack of youth leadership focus has negative and severe impacts on children and youth. Facilitating this partnership between OPC-YLC and OYAC would enhance existing strategies and increase capacity and collective power for long term structural change.

With increased funding for staffing, operations, and youth stipends, both youth leadership bodies can effectively facilitate strategic implementation of current and future youth led reimagining efforts to hold decision makers accountable to setting policy, practices, and priorities that create the conditions needed for an improved quality of life for the next generation.

**Estimated Timeframe:** As soon as funding is authorized

**Estimated Cost:** \$532,200

## **More Info about the Youth Leadership Programs:**

[Recommendation matrix](#)

[OPC-YLC](#)

[OYAC](#)

## **Contact Information:**

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**Oakland Police & Community Youth Leadership Council**

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**Recommendation Summary:** The Reimagining Public Safety process seeks to reallocate funds from the Oakland Police Department and to generate new funds to spend on alternate public safety strategies. We recommend that the first priority for identified funds is to allocate \$20 Million to the Department of Violence Prevention to fulfill its mission of reducing shootings, homicides, domestic violence and commercial sexual exploitation.

**Background and Statement of Need:** Of the many public safety priorities in Oakland, addressing violence is the most significant in terms of both safety and equity, as violent crime disproportionately impacts BIPOC communities in Oakland's flatlands. This is only made worse by the pandemic as the most recent OPD weekly crime report (March 7) indicates that homicides and firearm assaults are up 125% (more than double!) from a year ago. And yet, the Department of Violence Prevention has a budget roughly equivalent to what the City spends on police response to Animal Control calls (per Budget and Data Advisory Board analysis).

Several of the recommendations passed by the Reimagining Public Safety Task Force on March 10th address shootings, homicides and gender-based violence specifically or broadly (such as recommendations 68, 72, 73, 74, and 109) and others do not. Many of the approved recommendations do not have cost estimates, but only counting the ones that do, the Task Force has already approved at least \$150 Million in spending recommendations.

The purpose of this recommendation is to prioritize addressing violence by directing the Department of Violence Prevention to develop a plan for an initial, additional \$20 Million investment that takes into account the Task Force recommendations related to preventing and reducing gender-based violence, shootings and homicides. This spending plan must include performance metrics aligned with stated outcomes including those outlined in Task Force Principle #2 to indicate what outcomes will be expected and measured. Additionally, due to the significant increase in homicides and firearm assaults in 2020, we request that the funds allocated for gun violence reduction are dedicated toward effective intervention services focused on people who are at the very highest risk of violence based upon data and evidence. There must also be coordination amongst funded CBO's and DVP to ensure that the right people are receiving the right level of assistance and not falling through the cracks. The DVP will report back to City Council on these metrics on a biannual basis. As it does for existing Measure Z investments, this spending plan would be presented to the Safety and Services Oversight Commission and City Council for approval.

**Estimated Timeframe:** This can be implemented, at least partially, in the upcoming budget cycle, depending on the impact of proposed cost reductions and savings and external factors diminishing the City's revenue.

**Estimated Cost:** \$20 Million. Funding source, per the Reimagining Safety Process, is reallocation from OPD and any new revenue generated from County or other sources or from ballot initiatives such as a revised or renewed Measure Z.

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