



**CITY OF OAKLAND
PUBLIC SAFETY AND SERVICES
OVERSIGHT COMMISSION
REGULAR MEETING AGENDA
MONDAY, MARCH 28, 2021
6:30 PM
Via Teleconference**

Oversight Commission Members:

Sydney Thomas (D-1), *Omar Farmer (D-2)*, **Vice Chairperson:** Paula Hawthorn (D-3),
Vacant (D-4), Nikki Uyen T. Dinh (D-5), **Chairperson:** Carlotta Brown (D-6),
Billy G. Dixon (D-7), Michael Wallace (Mayoral), Beth H. Hodess (At-Large)

Pursuant to the Governor's Executive Order N-29-20, members of the Safety and Services Oversight Commission, as well as City staff, will participate via phone/video conference, and no physical teleconference locations are required.

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PROVIDE PUBLIC COMMENT: There are three ways to make public comment within the time allotted for public comment on an eligible Agenda item.

- 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 Tonya Gilmore @ tgilmore@oakland.ca.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.

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• By Video Conference. To comment by Zoom video conference, click the “Raise Your Hand” button to request to speak when Public Comment is being taken on an eligible agenda item at the beginning of the meeting. You will then be unmuted, during your turn, and allowed to participate in public comment. After the allotted time, you will then be re-muted. Instructions on how to “Raise Your Hand” are available at: <https://support.zoom.us/hc/en-us/articles/205566129>, which is a webpage entitled “Raise Hand In Webinar.”

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If you have any questions about these protocols,
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***Each person wishing to speak on items must raise their hands via ZOOM
Persons addressing the Safety and Services Oversight Commission shall state their names and
the organization they are representing, if any.***

ITEM	TIME	TYPE	ATTACHMENTS
1. Call to Order	6:30 PM	AD	
2. Roll Call	5 Minutes	AD	
3. SSOC – AB 361 Resolution	5 Minutes	A	Attachment 3
4. Approval of Meeting Minutes a) January 2022 b) February 2022	5 Minutes	A	Attachment 4 A Attachment 4 B
5. Open Forum	15 Minutes	I	
6. Measure Z Evaluation RFQ Review of RFQ Process and Scope of Work from Urban Institute	30 Minutes	A	Attachment 6
7. Department of Violence Prevention a) Measure Z 4 th Quarter 2020-2021 Expenditure Report b) New structure of DVP personnel c) Program and Services RFQ Update	20 Minutes 15 Minutes 10 Minutes	A I I	Attachment 7
8. Jess Sand – Open Oakland a) Status and Plan for Measure Z	30 Minutes	I	Attachment 8
9. Michael Holland a) Verified Alarm Response	15 Minutes	I	Attachment 9
10. Police Commission Ad Hoc Committee on OPD Community Policing Update - Commissioner Farmer	10 Minutes	I	
11. Creation of the Strategic Planning Ad Hoc Committee – Commissioner Farmer	10 Minutes	A	
12. Schedule Planning and Pending Agenda Items	10 Minutes	I	
13. Adjournment	1 Minute	A	

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

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**OAKLAND PUBLIC SAFETY AND SERVICES
OVERSIGHT COMMISSION**

RESOLUTION NO. 3-28-22 - 1

ADOPT A RESOLUTION DETERMINING THAT CONDUCTING IN-PERSON MEETINGS OF THE PUBLIC SAFETY AND SERVICES OVERSIGHT COMMISSION AND ITS COMMITTEES WOULD PRESENT IMMINENT RISKS TO ATTENDEES' HEALTH, AND ELECTING TO CONTINUE CONDUCTING MEETINGS USING TELECONFERENCING IN ACCORDANCE WITH CALIFORNIA GOVERNMENT CODE SECTION 54953(e), A PROVISION OF AB-361.

WHEREAS, on March 4, 2020, Governor Gavin Newsom declared a state of emergency related to COVID-19, pursuant to Government Code Section 8625, and such declaration has not been lifted or rescinded. See <https://www.gov.ca.gov/wp-content/uploads/2020/03/3.4.20-Coronavirus-SOE-Proclamation.pdf>

WHEREAS, on March 9, 2020, the City Administrator in their capacity as the Director of the Emergency Operations Center (EOC), issued a proclamation of local emergency due to the spread of COVID-19 in Oakland, and on March 12, 2020, the City Council passed Resolution No. 88075 C.M.S. ratifying the proclamation of local emergency pursuant to Oakland Municipal Code (O.M.C.) section 8.50.050(C); and

WHEREAS, City Council Resolution No. 88075 remains in full force and effect to date; and

WHEREAS, the Centers for Disease Control (CDC) recommends physical distancing of at least six (6) feet whenever possible, avoiding crowds, and avoiding spaces that do not offer fresh air from the outdoors, particularly for people who are not fully vaccinated or who are at higher risk of getting very sick from COVID-19. See <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>;

WHEREAS, the CDC recommends that people who live with unvaccinated people avoid activities that make physical distancing hard. See <https://www.cdc.gov/coronavirus/2019-ncov/your-health/about-covid-19/caring-for-children/families.html>;

WHEREAS, the CDC recommends that older adults limit in-person interactions as much as possible, particularly when indoors. See <https://www.cdc.gov/aging/covid19/covid19-older-adults.html>;

ITEM #3

WHEREAS, the CDC, the California Department of Public Health, and the Alameda County Public Health Department all recommend that people experiencing COVID-19 symptoms stay home. *See* <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>;

WHEREAS, persons without symptoms may be able to spread the COVID-19 virus. *See* <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>;

WHEREAS, fully vaccinated persons who become infected with the COVID-19 Delta variant can spread the virus to others. *See* <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>;

WHEREAS, the City's public-meeting facilities are indoor facilities that do not designed to ensure circulation of fresh / outdoor air, particularly during periods of cold and/or rainy weather, and were not designed to ensure that attendees can remain six (6) feet apart; now therefore be it:

WHEREAS, holding in-person meetings would encourage community members to come to City facilities to participate in local government, and some of them would be at high risk of getting very sick from COVID-19 and/or would live with someone who is at high risk; and

WHEREAS, in-person meetings would tempt community members who are experiencing COVID-19 symptoms to leave their homes in order to come to City facilities and participate in local government; and

WHEREAS, attendees would use ride-share services and/or public transit to travel to in-person meetings, thereby putting them in close and prolonged contact with additional people outside of their households; now therefore be it:

RESOLVED: that the Public Safety and Services Oversight Commission finds and determines that the foregoing recitals are true and correct and hereby adopts and incorporates them into this Resolution; and be it

FURTHER RESOLVED: that, based on these determinations and consistent with federal, state and local health guidance, the Public Safety and Services Oversight Commission determines that conducting in-person meetings would pose imminent risks to the health of attendees; and be it

FURTHER RESOLVED: that the Public Safety and Services Oversight Commission firmly believes that the community's health and safety seriously and the community's right to participate in local government, are both critically important, and is committed to balancing the two by continuing to use teleconferencing to conduct public meetings, in accordance with California Government Code Section 54953(e), a provision of AB-361; and be it

FURTHER RESOLVED: that the Public Safety and Services Oversight Commission will renew these (or similar) findings at least every thirty (30) days in accordance with California

ITEM #3

Government Code section 54953(e) until the state of emergency related to COVID-19 has been lifted, or the Public Safety and Services Oversight Commission finds that in-person meetings no longer pose imminent risks to the health of attendees, whichever is occurs first.

SAFETY AND SERVICES OVERSIGHT COMMISSION

SSOC created by the Public Safety and Services Violence Prevention Act of 2014

DRAFT REGULAR MEETING MINUTES

MONDAY, JANUARY 24, 2022 - 6:30 PM

VIRTUAL ZOOM MEETING

ITEM 1. CALL TO ORDER

Meeting was called to order at 6:31pm by Chair Brown.

ITEM 2. ROLL CALL

Present: Commissioner Sydney Thomas
Commissioner Omar Farmer
Commissioner Billy Dixon
Commissioner Paula Hawthorne
Commissioner Michael Wallace
Chairperson Carlotta Brown
Commissioner Nikki Dinh

Excused: Commissioner Beth Hodess

3. SSOC - AB 361 Resolution – Roll Call – All Approved

4. Open Forum – 1 Speaker – 2 Minutes –
A. Olugbala – Requested an update on the OPD Instagram scandal, not enough attention paid to the incident.

5. Approval of Meeting Minutes
a) August 14, 2021 – Motion by Vice Chair Hawthorn, 2nd by Commissioner Dixon – all approved
b) October 25, 2021 – Motion by Commissioner Dixon, 2nd by Commissioner Wallace – all approved

6. SSOC 2022 Meeting Calendar – motion to approve 2022 meeting calendar by Commissioner Dinh and 2nd by Vice Chair Hawthorn – all approved.

Items 7 & 8 taken out of order

8. Ceasefire Update - Rev. Damita Davis-Howard
Ceasefire Manager, Davis-Howard, provided an update on the Ceasefire program and the steps taken to continue the program during the pandemic. Commissioner Thomas asked what strategies are being

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planned to implement during the pandemic. Manager Davis-Howard noted that many things have been tried, and that timing is everything and that the program has adjusted as much as possible including “rapid testing” for in person meetings. Commissioner Farmer asked if the budget cuts affected the program. Manager Davis-Howard confirmed that the program was affected. Commissioner Wallace wanted to address how the pandemic impacted call-ins going forward and Manager Davis-Howard responded that the number of no-shows increased and no Probation revocations also had an impact.

7. **Police Commission Ad Hoc Committee on OPD Community Policing Update** - Jessie Hsieh, Jose Dorado and Commissioner Brenda Harbin-Forte – provided an update on 15-01 Community Policing to ensure Reso [79235](#) is implemented fully. They are at step 3 which is revising the existing policy. Once completed, it will be presented to the Police Commission when completed for a vote. Commissioner Thomas asked how much longer will Step 3 take? Jose Dorado responded that the work is moving forward. Community engagement and community empowerment are the focus of the Ad-hoc Committee.

9. **Oakland Police Department**
 - a) **OPD Staffing Update** – SSOC inquiry on Measure Z required staffing levels. DC Bolton provided an update on OPD staffing 684 office filled currently – recent Police Academy graduates. DC Bolton noted his upcoming retirement and introduced Captain James “Jim” Beere as his replacement. Commissioner Farmer asked about Verified Alarm Response from the Reimagining Public Safety Taskforce. – DC Bolton responded that there is a False Alarm unit within OPD and will return with a more complete response

 - b) **Review of Council / SSOC Joint Meeting** - Commissioner Farmer asked about Verified Alarm Response from the Reimagining Public Safety Taskforce by AC Allison, verification for all alarm calls. DC Bolton responded that there is a False Alarm unit within OPD and will return with a more complete response. DC Bolton offered to discuss the concern via email with Commissioner Farmer.

10. **Request for Qualifications – Update**
 - a) **Measure Z Evaluation** – OPD & DVP - T. Gilmore provided an update on the status of the [Measure Z Evaluation RFQ](#) – Proposals are due on January 13, 2022 by 2:00pm. Four proposals received. Commissioner’s Hodess will serve as reviewers for the submitted proposals on 1-31-22.

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Interviews with proposers will be held in February and Commissioner Hodess will also serve as an interviewer.

- b) **Department of Violence Prevention FY 2022-2024 RFQ for Violence Prevention Programs and Intervention Services** - J. Warner from the DVP provided information and an update on the DVP program and services RFQ. DVP Services RFQ released on 12-10-21. Due 2-3-22, review thereafter. Recommendations completed in March – to the SSOC in April.

11. Schedule Planning and Pending Agenda Items

- a) RFQ Updates
- b) Expenditure reports from DVP & OPD

12. Adjournment – Motion by Vice Chair Hawthorn, 2nd by Commissioner Dixon @ 8:02pm.

SAFETY AND SERVICES OVERSIGHT COMMISSION

SSOC created by the Public Safety and Services Violence Prevention Act of 2014

DRAFT REGULAR MEETING MINUTES

MONDAY, FEBRUARY 28, 2022 - 6:30 PM

VIRTUAL ZOOM MEETING

ITEM 1. CALL TO ORDER

Meeting was called to order at 6:32pm by Chair Brown.

ITEM 2. ROLL CALL

Present: Commissioner Sydney Thomas
Commissioner Omar Farmer
Commissioner Paula Hawthorne
Commissioner Michael Wallace
Chairperson Carlotta Brown
Commissioner Nikki Dinh
Commissioner Beth Hodess

Excused: Commissioner Billy Dixon

3. SSOC - AB 361 Resolution – Roll Call – All Approved

4. Approval of Meeting Minutes

- a) **November 15, 2021** - Motion to approve Vice Chair Hawthorn, 2nd by Chair Brown – all approved
- b) **December 13, 2021** - Motion to approve Vice Chair Hawthorn, 2nd by Chair Brown – all approved

5. Open Forum – No Speakers

6. Oakland Police Department

a) **FY 20-21 4th Quarter Expenditure Report** – Molly Giesen Fields provided a review of the submitted OPD 4th Quarter Report FY 20-21. Commissioner Thomas asked for the number of CRO's and CRT's. DC Bolton provided an explanation of the VCOC (Violent Crime Operations Center) and the CRO's & CRT's have been reassigned - 53 full time positions. How many are CRO's vs how many are assigned to the VCOC.

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Commissioner Hodess have there been concrete outcomes to the transition to the VCOC? DC Bolton responded that Chief Armstrong centralized the teams due to attrition, resource depletion and other factors allowed a strategic and focused approach with a more focused response to the violent crime.

7. **Police Commission Ad Hoc Committee on OPD Community Policing Update** - Vice Chair Paula Hawthorn provided information on the review process of the policy which is still in progress.
8. **Measure Z Evaluation RFQ** – Update provided by Staff Gilmore – Interviews with select firms were held in February. Notice was provided firms of the results. Updates will be provided to the SSOC at future meetings. For Measure Z funded programs and services.
9. **Schedule Planning and Pending Agenda Items**
 - a) **DVP 4th Quarter Expenditure Reports**
 - b) **Measure Z RFQ Update**
 - c) **Update on DVP Personnel and new structure**
 - d) **RFQ Update**
 - e) **Open Oakland – Sydney Thomas & Jess Sands**
 - f) **Verified Alarm Response – Commissioner Farmer & DC Holland (ret)**
 - g) **Strategic Planning Ad-hoc Committee – Commissioner Farmer**
 - h) **DVP Program and Services RFQ Update**
10. **Adjournment** – Motion to adjourn at 7:19 made by Vice Chair Hawthorn, 2nd by chair Brown all approved

MEMORANDUM

TO: Public Safety and Services Oversight Commission (SSOC)
FROM: Tonya Gilmore, City Administrator's Office
DATE: March 23, 2022
SUBJECT: Measure Z – Evaluation Services for the Department of Violence Prevention and the Oakland Police Department

SUMMARY:

On December 3, 2021, the City Administrator's Office issued [RFQ #267688](#) to solicit submissions from qualified applicants to evaluate DVP services funded through Measure Z for FY22-23 and FY23-24. The RFQ was posted on the DVP and OPD website and discussed at SSOC meetings on November 15, 2021 and December 13, 2021. In addition, the SSOC reviewed the DRAFT scope of work for the RFQ. A member of the SSOC participated in the proposal review and submission interviews. The Scope of Work for the evaluation services contracts are being presented to the SSOC at the March 28, 2022 meeting with a request to support the staff recommendation by passing a motion pushing forward the staff recommendation to the Public Safety Committee and the City Council. After the contracts are approved, staff and the evaluators will provide regular reports to the SSOC about the process and evaluations in meetings accessible to the public.

Feedback from the SSOC on prior evaluations provided the opportunity for the final Measure Z evaluation RFQ to reframe the evaluation services contracts. The DVP and OPD, with an SSOC reviewer, developed an RFQ that offered evaluators the opportunity to bid on the specific service at which they hold expertise. The RFQ scope of services included the following subsections: budget/budget narrative, evaluation overview, evaluation purpose, evaluation timeline and design, required evaluation elements for the DVP Violence Prevention and Intervention programs and services, and the required elements of the Oakland Police Department Geographic Policing and Community Policing Measure Z services. The RFQ instructed proposers that they were able to apply for one or both evaluations. It was also clearly stated that this evaluation contract will not include an evaluation of the Ceasefire program, which has been conducted by separate Measure Z funding in the Oakland Police Department.

Measure Z Evaluation Services

The four (4) proposals received for these evaluation services are summarized in Table 1, including the services for which they submitted a proposal.

Table 1: Proposals Received

Bidders	Services Bid On	
	Department of Violence Prevention	Oakland Police Department
CNA Institute for Public Research	X	
Mathematica	X	
Resource Development Associates	X	X
Urban Institute/Urban Strategies Council	X	X

Proposal Rating

The proposal raters included several representatives from the Department of Violence Prevention, several representatives from the Oakland Police Department, a staff member from the City Administrator's Office, an SSOC Commissioner, and the Chief of Evaluation from the Alameda County Probation Department. Each proposal was ranked according to the following criteria:

1. Relevant Experience
2. Team Qualifications and History of Team Collaboration
3. Proposal Organization
4. Approach Outlined in Proposal (especially focused on program design)
5. Quality of Proposed Deliverables

In addition to the proposal rating, the review panel interviewed three (3) of the organizations that submitted proposals to the RFQ. The interview/review panel reviewed the organizations of presented information, the rigor of previous studies conducted and the firm's ability to gather data, the project team's experience working together, and their plan for this particular project. Urban Institute was ranked highest for both the DVP and the OPD annual evaluations following proposal review and interview. Staff recommend the following contract awards and timeframes based on the submitted proposal, reviews, and interviews.

Oversight over the evaluation of the work of the DVP and OPD is one of the most important roles of the Safety and Services Oversight Commission. The SSOC will have regular check-ins with the evaluator and will be able to discuss evaluation questions with the evaluation teams. This was done with previous evaluations and is expected to encourage the SSOC awareness on the progress of the evaluations.

Measure Z Evaluation Services

NEXT STEPS:

Staff has requested to be added to the 4-12-22 Public Safety Committee meeting if approved, the committee would recommend the report move to a future meeting of the City Council.

ATTACHMENTS:

Scope of Work – Urban Institute

Oakland Measure Z Evaluation Scope of Work

DRAFT 2022/03/17

Evaluation Activities

The contractor will conduct process and outcome evaluations of DVP and OPD activities funded by Measure Z. The following sections describe the overarching research questions and then the evaluation components for DVP and OPD separately. Where possible, the contractor will streamline activities across the DVP and OPD evaluations.

Research Questions

The evaluation will focus on the ten research questions listed below.

Process Evaluation

1. Are Measure Z activities implemented with fidelity?
2. What are the facilitators of and barriers to success for each DVP and OPD sub-strategy and activity?
3. How are violence dynamics and other relevant social dynamics (e.g., the COVID-19 pandemic) affecting Measure Z activities?
4. How do the different Measure Z components interact and relate to an overall approach to violence reduction?
5. How many individuals were served in each program? How many incidents were responded to? How many community activities occurred? What were the characteristics of these clients/incidents/activities?
6. What was the intervention dosage, at the client, family, and community levels?

Outcome Evaluation

7. Do Measure Z activities reduce gun and gender-based violence at the community level? If so, what are the contributions of specific activities to that reduction?
8. Do people engaged in Measure Z services fare better in terms of safety and well-being than similarly situated people who do not participate in services?
9. Do Measure Z Community Healing and Restoration activities affect community perceptions of safety and well-being?
10. Do Measure Z OPD activities affect community perceptions of police?

Department of Violence Prevention Evaluation Activities

The contracted evaluation will consist of a process evaluation and an outcome evaluation of the sub-strategies from the DVP's FY22-24 Strategic Spending Plan (Table 1), which are grouped into the following categories: (1) gun, group, and gang violence response, (2) gender-based violence response, and (3) community healing and restoration. These strategies will be implemented through contracts with 30+ CBOs.

The evaluation will use mixed qualitative and quantitative methods to fully assess the implementation of the activities and the impact on individual, family, school, and community outcomes. The evaluation will assess how program activities are carried out in accordance with Measure Z's goals and objectives. Randomization and control groups will be employed where possible. The specific

research design will be developed in collaboration with DVP to ensure the most, rigorous feasible design. The evaluation will focus on DVP activities from July 2022 through June 2024.

Table 1. DVP Measure Z Activities

Strategy Area	Sub-Strategy	Activities
Gun/Group/ Gang Violence Response	Violent Incident Crisis Response	Community Violence Responders
		Hospital-Based Intervention
		Family Support
		Emergency, Temporary Relocation
	Youth Diversion & Youth and Adult Life Coaching	Youth Diversion
		Youth Life Coaching
		Adult Life Coaching
	Employment & Education Support Services	Youth Career Exploration & Education Support
Adult Employment & Education Support		
School-Site Violence Intervention & Prevention Teams		
Gender- Based Violence Response	Crisis Response	24-Hour Hotlines
		Bedside Advocacy
		Accompaniment
	Housing	Emergency Shelter
		Transitional Housing
	Wraparound Services	Life Coaching
		Legal Advocacy
		Therapeutic Support
		GBV-Employment
		Drop-In Center
Community Health and Restoration	Neighborhood & Community Teams with Town Nights	
	Healing/Restorative Activities	
	Therapeutic Supports	
	Community Capacity Building & Mini-Grants	

The contractor will be responsible for:

- Development of all aspects of evaluation design, including the selection of metrics and the development of data collection tools and protocols, in collaboration with the DVP.
- Implementation and oversight of all evaluation activities, in coordination with the DVP and DVP-funded providers/grantees.
- Development of memorandum(s) of understanding with city and county entities such as the Alameda County Probation Department, Oakland Police Department, and Oakland Unified School District to access administrative data.

The data collection activities for the DVP evaluation may include:

- Semi-structured interviews with DVP staff, staff at CBOs providing DVP contracted services, and staff at key partners in the Measure Z-funded work
- Focus groups with individuals and family members receiving DVP services through the three strategy areas subject to this evaluation
- Collection of performance measurement data reported by DVP contracted CBOs to the data system maintained by DVP
- Surveys of Oakland community members
- Collection of community-level data on violence outcomes of focus for Measure Z
- Collection of individual-level data on outcomes from administrative data maintained by Alameda County Probation, the Oakland Unified School District, and other potential sources of relevant outcome data such as the California Employment Development Department

Throughout the evaluation, the contractor will communicate regularly with DVP. This may include phone or email communication, and phone, videoconference, or in-person meetings. More frequent or extensive collaboration may be necessary during the project design phase and leading up to publications. DVP will have the opportunity to review any reports for factual accuracy before publication.

Oakland Police Department Evaluation Activities

The contractor will conduct a process and outcome evaluation of Oakland Police Department (OPD) services funded by Measure Z (excluding the Ceasefire strategy). These services are divided into the following three categories: (1) Geographic policing and crime reduction teams, (2) Community policing services, and (3) Special victims' services.

The primary goal of the OPD evaluation is to assess whether Measure Z funds are effectively used by OPD to achieve its objectives, which include 1) reducing homicides, robberies, burglaries, and gun-related violence; 2) improving 911 response times and other police services; and 3) investing in violence intervention and prevention strategies. The contractor acknowledges the importance of promoting police accountability by tracking policing activities funded under Measure Z and providing performance analysis as required by the Measure Z legislation. The contractor will also assess the extent to which policing services funded by Measure Z led to a measurable reduction in violence.

The specific evaluation activities and design will be decided in consultation with OPD and relevant stakeholders. The contractor will explore the feasibility of experimental and quasi-experimental research designs. The data collection activities may include surveys, interviews, or focus groups with OPD staff; collection of administrative data from OPD; interviews with people who receive special victims' services; and a community survey. The evaluation will focus on OPD's Measure Z services since January 2021. However, the contractor may need data from years prior to 2021 to establish trends and may ask staff about activities prior to 2021 for context.

Throughout the evaluation, the contractor will communicate regularly, as needed with OPD. This may include phone or email communication, and phone, videoconference, or in-person meetings. More frequent or extensive collaboration may be necessary during the project design phase and leading up to publications. OPD will have the opportunity to review any reports for factual accuracy before publication.

Deliverables

Multiple reports and presentations will be prepared for the DVP and OPD outcome evaluations. The deliverables are described below and summarized in Table 2. The quantity and audience of presentations will be decided in consultation with DVP and OPD stakeholders.

Department of Violence Prevention Deliverables

- Annual program data overviews for each of the DVP's 30+ contracted providers (anticipated Nov 2023 and 2024)
- One FY22-23 interim process and outcome evaluation report, describing methods and preliminary findings, for all 11 DVP sub-strategies (anticipated Dec 2023)

- One FY22-24 comprehensive process and outcome evaluation report, describing all methods and findings, for all 11 DVP sub-strategies (anticipated Mar 2025)
- Two PowerPoint presentation slide decks that summarize the combined process and outcome evaluation findings to use in communicating to community and professional audiences (anticipated Dec 2023 and Mar 2025)
- Presentations of findings from each combined process and outcome evaluation report to community and professional audiences

Oakland Police Department Deliverables

- One interim evaluation report, describing methods and initial findings from process and outcome evaluations of OPD’s geographic policing and crime reduction teams; community policing services; and special victims’ services (anticipated Nov 2023)
- One final evaluation report, describing all methods and findings of the process and outcome evaluations of OPD’s geographic policing and crime reduction teams; community policing services; and special victims’ services (anticipated Nov 2024)
- Two PowerPoint presentation slide decks that accompany each evaluation report to use in communicating findings to community and professional audiences (anticipated Nov 2023 and 2024)
- Presentations of findings from each evaluation report to community and professional audiences

Table 2. Deliverables Schedule

Org	Deliverable	Date
DVP	FY22-23 program data overviews for DVP’s 30+ providers	Nov 2023
OPD	Interim process and outcome evaluation report for OPD’s 3 services	Nov 2023
OPD	Slide deck to accompany process and outcome evaluation report	Nov 2023
DVP	FY22-23 process and outcome evaluation report for DVP’s 11 sub-strategies	Dec 2023
DVP	Slide deck to accompany FY22-23 process and outcome evaluation report	Dec 2023
DVP	FY23-24 program data overviews for DVP’s 30+ providers	Nov 2024
OPD	Final process and outcome evaluation report for OPD’s 3 services	Nov 2024
OPD	Slide deck to accompany process and outcome evaluation report	Nov 2024
DVP	FY22-24 process and outcome evaluation report for DVP’s 11 sub-strategies	Mar 2025
DVP	Slide deck to accompany FY22-24 process and outcome evaluation report	Mar 2025

Attachment 7

CITY OF OAKLAND



150 FRANK H. OGAWA PLAZA, SUITE 4212 • OAKLAND, CALIFORNIA 94612

Department of Violence Prevention

(510) 238-2916

MEMORANDUM

TO: Safety and Services Oversight Commission (SSOC)
FROM: Guillermo Cespedes, Chief, Department of Violence Prevention (DVP) and
Mailee Wang, Administrative Services Manager (DVP)
DATE: March 28, 2022
SUBJECT: DVP Status Updates (RFQ, MZ 4th Quarter Expenditures, Staffing)

In response to the SSOC's request for a status update, this memo provides an update on the following:

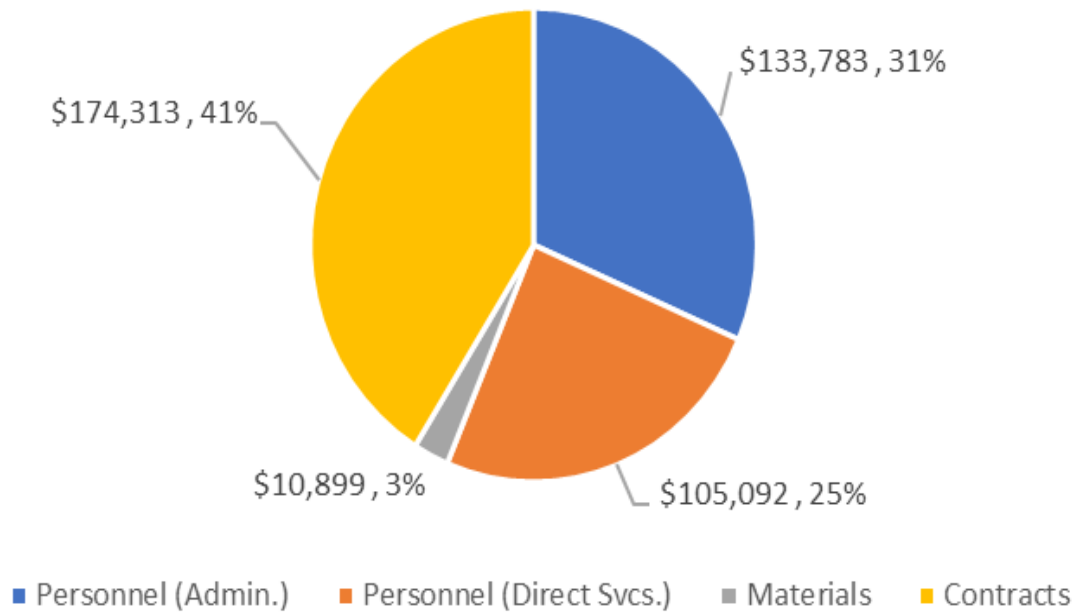
- I. Measure Z 4th Quarter FY 2020-2021 Expenditure Report
- II. DVP Program and Service Request for Qualifications FY 2022-2023
- III. Future DVP Staffing Chart

I. MEASURE Z 4TH QUARTER FY 2020-2021 EXPENDITURE REPORT

The purpose of this report is to provide the Public Safety and Services Oversight Commission (SSOC) with information regarding the Department of Violence Prevention (DVP) Safety and Services Act expenditures for the previous period.

Narratives for DVP Safety and Services Act expenditures during the months of April 2021 –June 2021 are attached. These narratives correspond to the Budget and Year-to-Date Expenditures report provided by the Controller's Office for those months.

April Expenditures: \$424,087



PERSONNEL

A total of **\$238,875** went towards personnel costs for the month. \$133,783 went towards (9) FTE administrative staff, the remaining \$105,092 went towards (8) FTE direct service staff.

MATERIALS

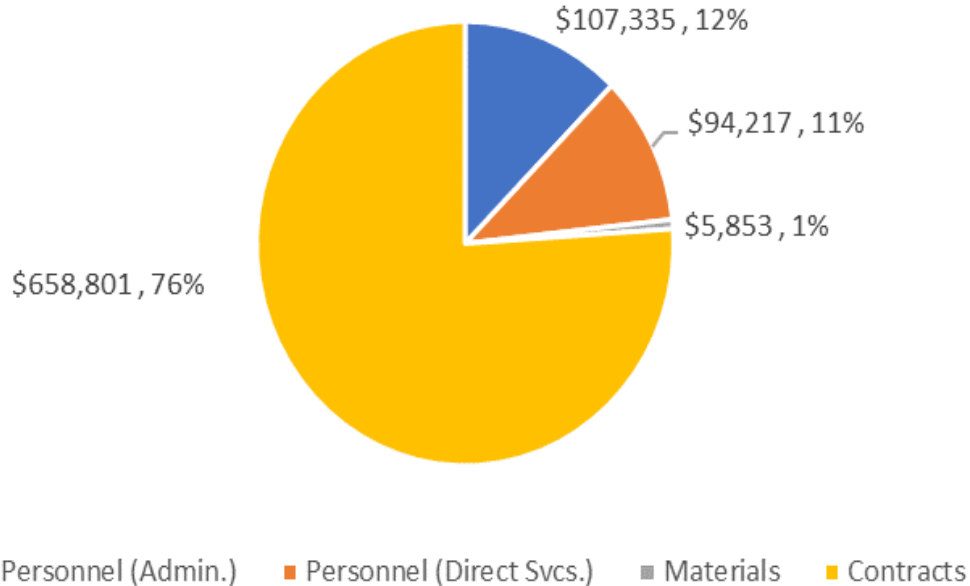
Expenditures for materials totaled **\$10,899**, of which \$6,125 went towards approved programmatic expenses for client incentives and \$4,774 for administrative costs such as computer software subscriptions, equipment, and supplies.

CONTRACTS

A total of **\$174,313** included \$159,187 in costs associated with issuing grant payments for Fiscal Year 2020-2021 contracts (shown below). The remaining \$15,126 (8%) was language interpretation services and fiscal consultants to support the 2019-2022 desk audit of Measure Z grantees.

FY 2020-21 Grantee Payments		
Sub-Strategy	Grantee	Amount
COMMUNITY HEALING	ROOTS COMMUNITY HEALTH CENTER	\$44,272
YOUTH DIVERSION & REENTRY	OAKLAND UNIFIED SCHOOL DISTRICT	\$37,353
	YOUTH ALIVE!	\$77,562

May Expenditures: \$866,206



PERSONNEL

A total of **\$201,552** went towards personnel costs for the month. \$107,335 went towards (9) FTE administrative staff, the remaining \$94,217 went towards (8) FTE direct service staff.

MATERIALS

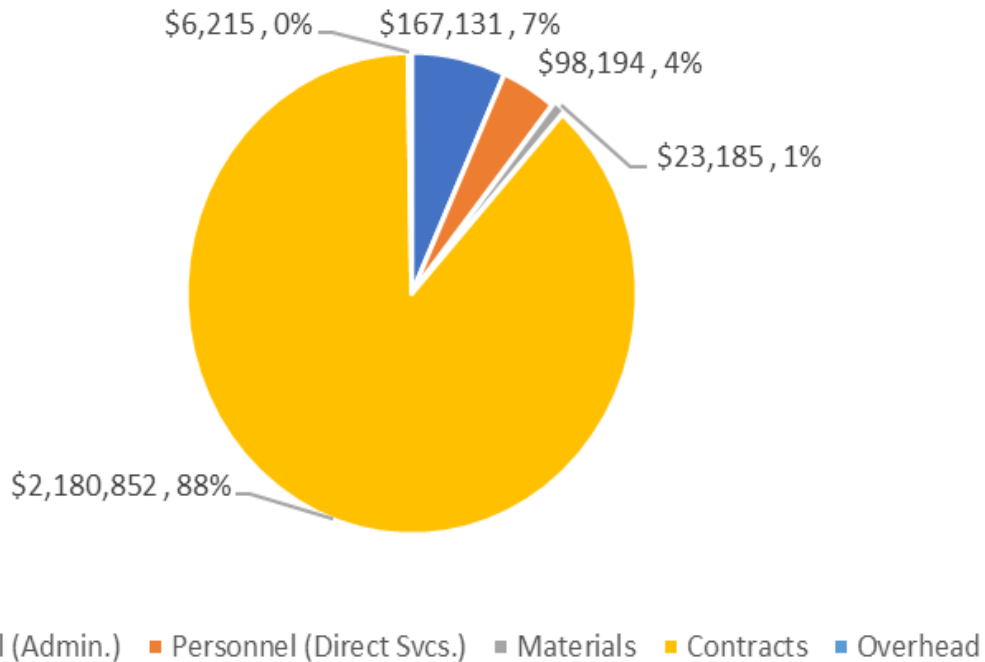
A total of **\$5,853** went towards approved programmatic expenses. \$2,339 for direct service staff cell phones, office supplies, and computer software and \$3,514 for participant stipends.

CONTRACTS

A total of **\$658,801** included \$645,248 costs associated with issuing grant payments for Fiscal Year 2020-2021 contracts (shown below). The remaining \$13,553 (2%) was for costs associated for paying Bright Research Group to provide technical assistance on grantee skill development.

FY 2020-21 Grantee Payments		
Sub-Strategy	Grantee	Amount
ADULT LIFE COACHING	THE MENTORING CENTER	\$90,000
COMMUNITY HEALING	COMMUNITIES UNITED FOR RESTORATIVE YOUTH JUSTICE	\$35,019
	MOVEMENT STRATEGY CENTER	\$100,755
	RESTORATIVE JUSTICE FOR OAKLAND YOUTH	\$65,000
SHOOTING AND HOMICIDE RESPONSE	CATHOLIC CHARITIES OF THE EAST BAY	\$68,000
	YOUTH ALIVE!	\$265,000
YOUTH DIVERSION & REENTRY	ALAMEDA COUNTY PROBATION	\$21,474

June Expenditures: \$2,475,577



PERSONNEL

A total of **\$265,325** went towards personnel costs for the month. \$167,131 went towards (9) FTE administrative staff, the remaining \$98,194 went towards (7) FTE direct service staff.

MATERIALS

A total of **\$23,185** in materials costs are made up of both administrative and programmatic expenses. \$7,558 went towards administrative expenses including: equipment, office supplies, computer software, and cell phones. The remaining \$15,627 went towards client support and travel for direct service staff.

CONTRACTS

A total of **\$2,180,852** included \$2,128,705 in costs associated with issuing grant payments for Fiscal Year 2020-2021 contracts (shown below). The remaining \$52,147 (2%) was for costs associated for paying Bright Research Group to provide technical assistance on grantee skill development, San Francisco Study Center to manage the mini grant program and database evaluation software to enhance data analysis capabilities.

OVERHEAD

\$6,215 was charged for department overhead costs.

FY 2020-21 Grantee Payments		
Sub-Strategy	Grantee	Amount
ADULT EDUCATION AND EMPLOYMENT SUPPORT	CENTER FOR EMPLOYMENT OPPORTUNITIES	\$136,980
	YOUTH EMPLOYMENT PARTNERSHIP	\$96,678

ADULT LIFE COACHING	ABODE	\$79,449
	COMMUNITY & YOUTH OUTREACH	\$110,871
	THE MENTORING CENTER	\$96,500
	ROOTS COMMUNITY HEALTH CENTER	\$3,795
COMMUNITY HEALING	BUILDING OPPORTUNITIES FOR SELF SUFFICIENCY	\$233,839
	COMMUNITIES UNITED FOR RESTORATIVE YOUTH JUSTICE	\$46,414
	MOVEMENT STRATEGY CENTER	\$70,005
	RESTORATIVE JUSTICE FOR OAKLAND YOUTH	\$65,000
	ROOTS COMMUNITY HEALTH CENTER	\$60,096
GENDER-BASE VIOLENCE	FAMILY VIOLENCE LAW CENTER	\$120,000
SHOOTING AND HOMICIDE RESPONSE	CATHOLIC CHARITIES OF THE EAST BAY	\$47,235
	YOUTH ALIVE!	\$269,148
YOUTH EDUCATION AND EMPLOYMENT SUPPORT	SAFE PASSAGE	\$80,000
	YOUTH EMPLOYMENT PARTNERSHIP	\$201,924
YOUTH DIVERSION & REENTRY	ALAMEDA COUNTY PROBATION	\$21,250
	CENTER FOR YOUNG WOMEN'S DEVELOPMENT	\$100,000
	COMMUNITY WORKS WEST	\$76,860
	EAST BAY ASIAN YOUTH CENTER	\$89,000
	OAKLAND UNIFIED SCHOOL DISTRICT	\$42,500
	YOUTH ALIVE!	\$81,161

II. DVP PROGRAM AND SERVICE REQUEST FOR PROPOSAL

The Department of Violence Prevention (DVP) is nearing completion of the Request for Qualifications process and this memo provides an update on the process and anticipated next steps. At the April meeting of the SSOC, DVP staff will present the funding recommendations for Fiscal Year 2022-2023 for review.

TIMELINE FOR RFQ AND AWARDS

For the first time, instead of a Request for Proposals, DVP developed and released a Request for Qualifications (RFQ) for a two-year funding cycle, starting on July 2022 and potentially extending to the end of the Safety and Services Act funding period (December 2024).

Key dates include:

- RFQ release – December 10, 2021
- Proposals due – February 3, 2022
- Review Period- February 4 to March 18, 2022
- Notification of Applicants- March 21, 2022
- Appeal Process- March 21 – April 8, 2022
- Grant recommendations – April 2022 (SSOC); May 2022 (Committee); May 2022 (City Council)
- Contract start date – July 1, 2022

OVERVIEW OF RFQ SUBMISSIONS AND REVIEW PROCESS

DVP received 87 applications from 45 agencies (with 27 sub-grantees/partner agencies) for the more than 20 activities for which the DVP is seeking community partners to provide violence intervention and prevention services. From this pool, five applications were not reviewed because they were incomplete and did not meet the requirements for an application to move forward in the review process.

Application Review Process: Following completeness review, the remaining 82 applications were each read and

scored by 5 different review panelists. DVP recruited 50 volunteers to read and score applications. Each review panel consisted of individuals with personal experience and/or professional experience relevant to the sub-strategy or activity. Panels included community members, public partner representatives, and violence prevention staff from other local governments, among others. Review panels were diverse in terms of race, gender, and professional background.

All review panelists were trained via live or recorded webinar to orient them to the RFQ and review process. Panelists were required to confirm they did not have conflict of interest for each application reviewed before getting access to application materials, and used the scoring criteria provided in the RFQ to assign each application a score up to 100 points. During the review process, panelists were also provided with information on current DVP grantees who had applied including: performance data; timeliness of progress reports; site visit findings and resolution, if any. DVP staff did not score proposals. A minimum average score of 70 points was required for the applicant agency to be deemed qualified in a specific sub-strategy/activity. Only 4 applicant agencies did not attain the minimum score for eligibility to be funded by DVP in this funding cycle.

Contract Compliance also reviewed agency's applications for preference points related to certification as a Local, Small or Very Small Local Business Enterprise, demonstration of Oakland resident work force, and length of time in Oakland. Preference points assigned by Contract Compliance were incorporated in the process.

NEXT STEPS IN PROCESS

DVP emailed letters to all applicants indicating the status of their application(s) on Monday, March 21. Agency applications that were deemed qualified but not recommended for funding in Fiscal Year 2022-23 received notification that they will remain on the eligibility list for possible future funding. Agencies recommended for funding in a particular sub-strategy/activity also received notification that included the proposed funding amount(s). All agencies have the right to appeal the funding decisions and the appeal process is currently underway. Final recommendations will be included in the April agenda packet for consideration by the SSOC.

Highlights of the proposed DVP funding recommendations for Fiscal Year 2022-23 include:

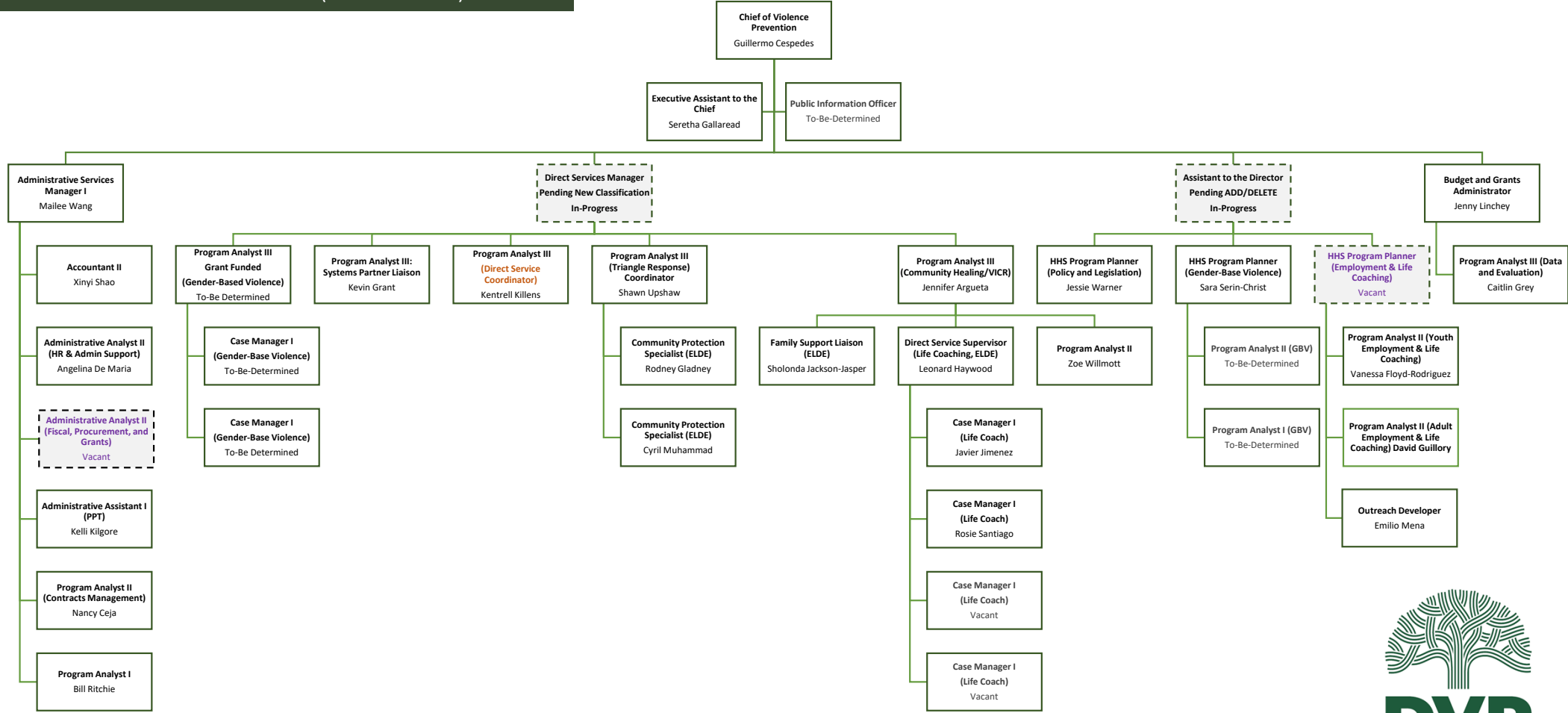
- More than double the amount of funding for community-based violence interrupters
- Deep investment in neighborhood-based violence prevention efforts in areas identified by the DVP
- A more than fifty percent increase in funding for gender-based violence responses with roughly half of the funding awarded to grantees not currently funded
- \$2 million investment in school safety in partnership with Oakland Unified School District
- \$500,000 in available funds for mini-grant projects by Oakland residents to address violence and promote community healing
- Training to build the natural leadership and capacity of Oakland residents to address trauma and violence in their neighborhoods

III. FY 2022-2023 Proposed Staffing Chart

As part of the FY 2022-2023 midcycle budget process, the department proposed the following organizational shifts to better meet the DVP's goals and operational needs by building out the DVP's operational, fiscal, direct service and supervision structure – see attached organizational chart.

The service impacts of our proposal involve stronger coordination of services across focus areas (group/gun violence, gender-based violence, and community healing) and greater adherence of services to their designed models due to greater oversight provided through supervisory position.

ORGANIZATIONAL CHART (PROPOSED)



Funding Public Safety

Understanding Measure Z's impact in Oakland



Presentation to the
Public Safety and Services Violence Prevention Oversight Commission
March 28, 2022



OpenOakland

We are a volunteer collective of data geeks, advocates, technologists, designers, policy makers, residents, researchers, thinkers and doers who bridge community and technology for a thriving and equitable Oakland.

A group of people are seated around a large, dark conference table in a meeting room. The room has large windows with curtains in the background. The entire image is overlaid with a semi-transparent teal color. The text is centered over the image.

Funding Public Safety explores how Oakland spends Measure Z funds, so Oaklanders can better understand the City's approach to public safety and violence prevention.

How we got here

Dec 2021-present

OpenOakland assembles and begins documenting learnings in a public website.

Aug-Nov 2021

OpenOakland and commissioners review evaluation reports, formulate open questions, and inventory available data.

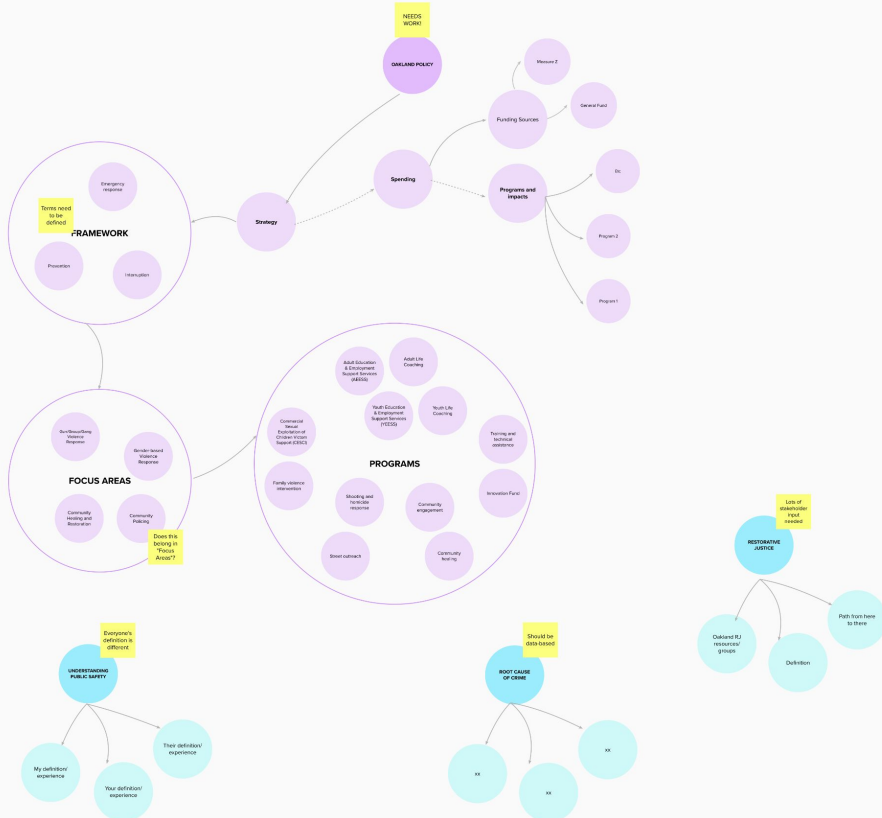
Aug 2021

Commissioners Thomas and Hawthorn reach out to OpenOakland for assistance with aggregating and understanding evaluation reports.

Work to date

Domain map

A rough map of the subject area

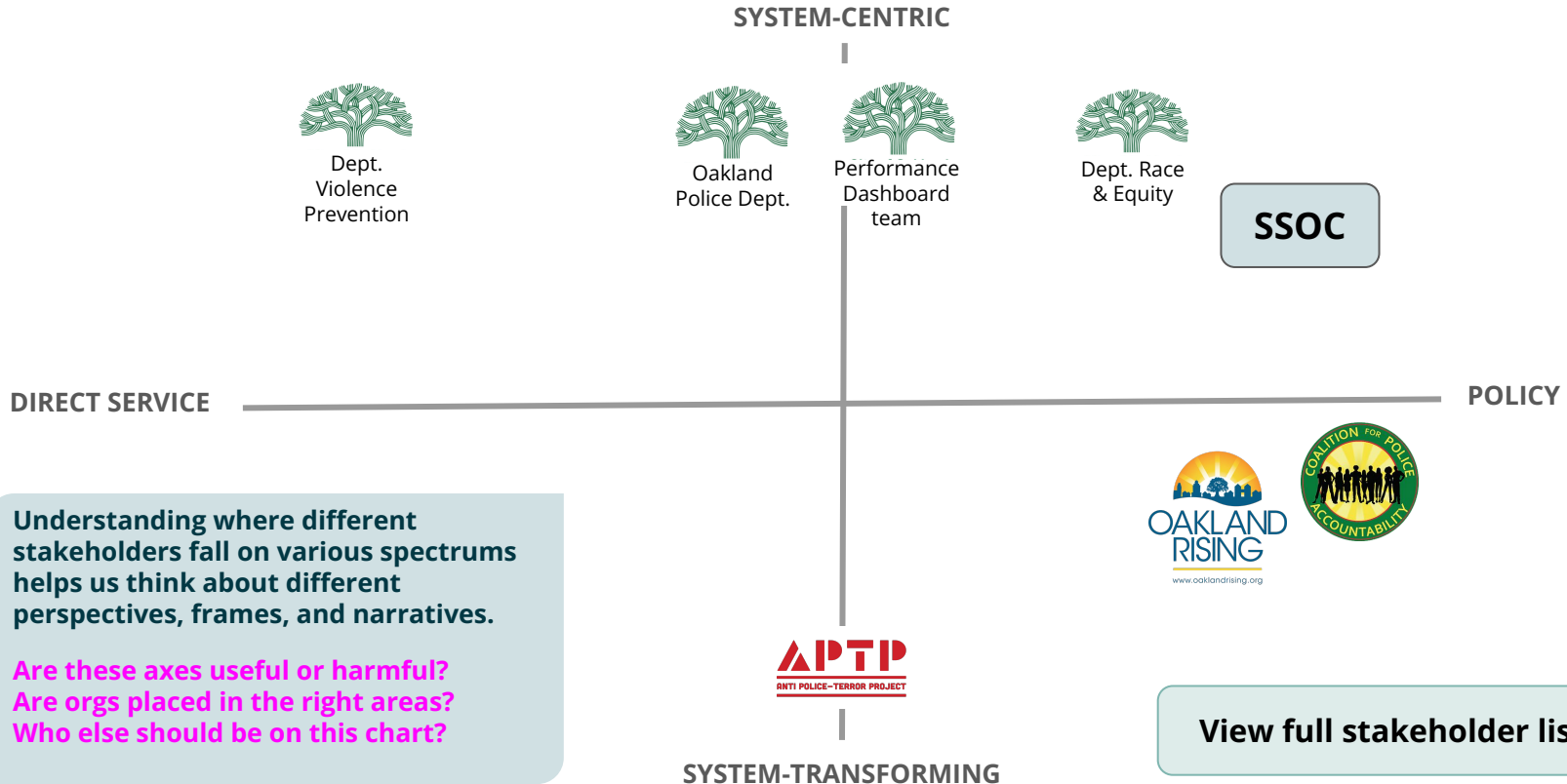


View full size: bit.ly/fps-mural

Our early research has surfaced a lot of intersecting topics/issues and dependencies. "Measure Z spending" is just a small slice of the larger subject domain.

We can't (and shouldn't) tackle it all: where should we start? What additional context is appropriate?

Understanding stakeholders work in progress



Known *public* data sources

Measure Z specific

- Documents listed on the [SSOC website](#)
- [Measure Z Reports and Evaluation Data](#)
- Informal reports recorded in the many SSOC [meeting minutes](#)

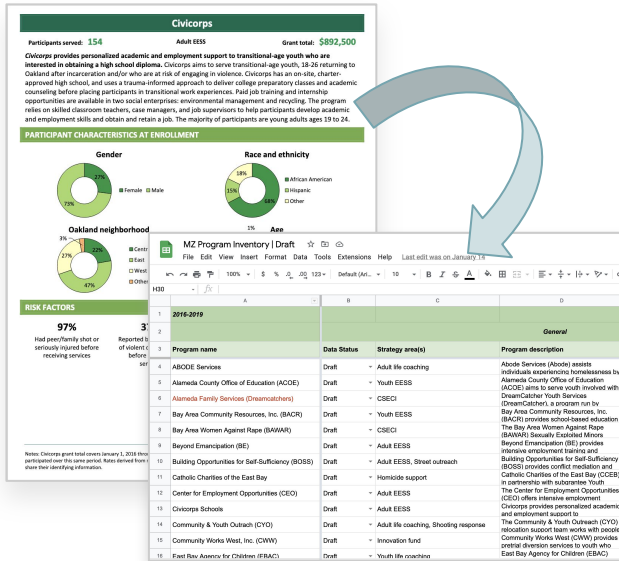
City public safety data

- The City's [Open Data Portal](#) has a good deal of data and narrative, including [Reimagining Public Safety](#) OPD data and data tagged [public safety](#).
- Dept. of Race & Equity's [Public Safety Equity Indicators](#)
- Reimagining Public Safety Task Force [documentation](#), including their [recommendations](#).

Other local public safety info/data

- Data and context from [Oakland Unite](#) (now DVP).
- [Nonprofit stakeholders](#) may have additional data to share.
- [‘How you organize that rage’: A podcast on policing and protest from The Oaklandside and East Bay Yesterday](#)
- [Reimagining Public Safety Text Campaign](#) (Oakland Rising)
- [2020 Pulse of Oakland Voter Poll Key Results](#)
- [2021 City of Oakland Budget Priorities Draft Survey](#)
- [ATP Community Survey](#)

Data strategy Iterative cycles of discovery



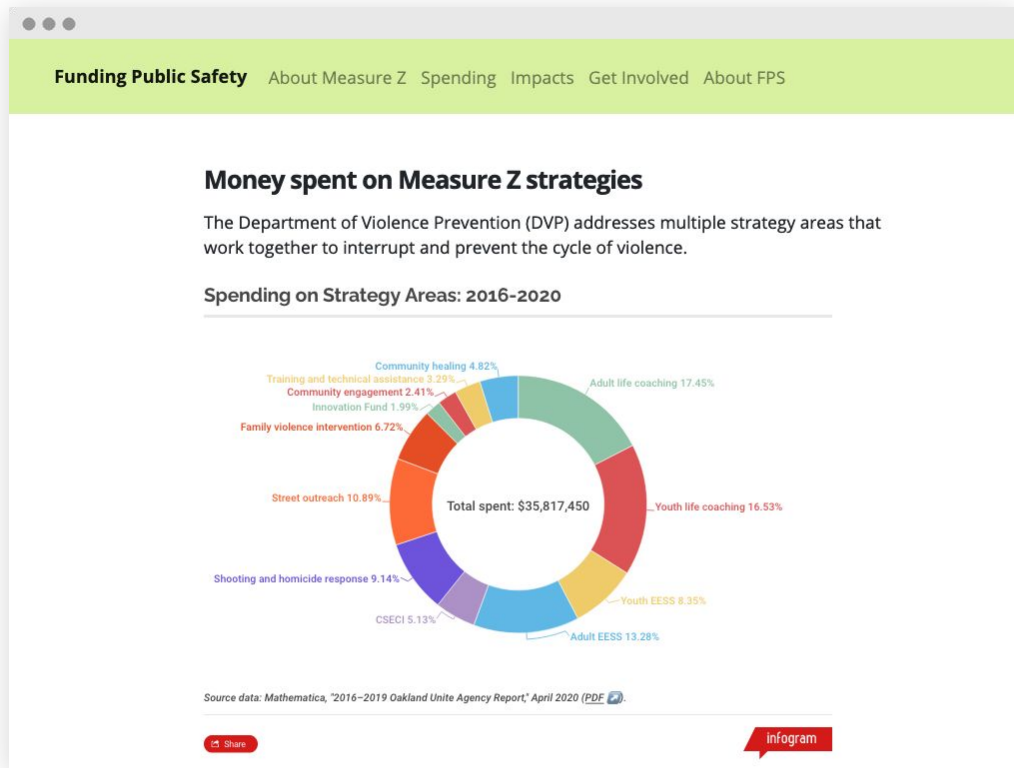
Our approach

- **Inventory** known data sources and known indicators/metrics.
- **Prioritize** the questions we want to answer.
- **Extract** priority data from known docs.
- **Request** machine-readable data from stakeholders.
- **Extract further** data for deeper analysis based on stakeholder/public input.

Known issues

- As far as we know, source data for evaluation reports is not public.
- Public evaluation data is locked into non-machine-readable PDFs.

Current prototype



Current priorities

1. Add basic dataviz:
 - a. Spending allocations across agencies by year and in aggregate
 - b. Spending allocations across programs by year and in aggregate
 - c. Basic programmatic info (operating agency, description, participants served)
2. Stakeholder outreach for input/participation.
3. [Potential] New roadmap based on input.

Current requests

Keep us honest

(stakeholder accountability)

**Access to cleaned,
structured data sets**

**What questions should we
be answering?**

**Direct input on how FPS
might impact *your* work:**

bit.ly/fps-ssoc

Questions?

We want to hear from you! bit.ly/fps-ssoc

Attachment 9

Recommendation #53: Adopt “Verified Response” Standard for Dispatch of Patrol Officers to Burglary Alarms.

Recommendation Summary:

Adopt “Verified Response” standard for dispatch of patrol officers to burglary alarms. Verified Response requires secondary indication that a burglary is in progress such as a second sensor trip (such as perimeter and a motion) or sensor and video verification in the house or business. Lacking verification police are not called. Unverified calls to the police result in fines to the alarm company, not the customer. Response to fire alarms, personal protection alarms, robbery alarms, and medical distress alarms remain unchanged.

Background and Statement of Need:

- Releases between 4.5 to 6.8 FTE hours annually for better responsiveness. Impact is immediate upon implementation
- Reduces responsibility for responding to burglary alarms freeing up between 8,720 to 13,270 officer hours for response to false alarms each year.
- Frees up patrol officer time to address other concerns for addressing other crime and violence

[More Info](#)

Estimated Timeframe:

Should be implemented immediately.

Estimated Cost:

The cost is only the hours of city staff to develop the Verified Response policy to amend the current ordinance. Annual cost of the current alarm ordinance staffing. An undetermined reduction in revenue from false alarm fines. Alarm permit revenue should remain constant. This change in policy will annually redirect between \$910,000 to \$1,390,000 in unproductive officer time for utilization in crime reduction at zero cost beyond the initial cost of amending the alarm ordinance.

Contact Information:

Michael Holland mholland@allen-temple.org Budget and Data Analysis, OPD Service Call Data and Analysis

REIMAGINING PUBLIC SAFETY IN OAKLAND

Research/Work Groups: Budget Data & Analysis Advisory Board / OPD Service Call Data & Analysis Working Group

RECOMMENDATION #53: Adopt “Verified Response” Standard for Dispatch of Patrol Officers to Burglary Alarms.

RECOMMENDATION: Adopt “Verified Response” standard for dispatch of patrol officers to burglary alarms. VR requires secondary indication that a burglary is in progress such as a second sensor trip (such as perimeter and a motion) or sensor and video verification in the house or business. Lacking verification police are not called. Unverified calls to the police result in fines to the alarm company, not the homeowner.

MATRIX SUMMARY: Explain if (y/n) and how recommendation accomplishes the following	
Increase safety in Oakland? Over what timeframe?	Releases a minimum of 4.5 to 6.8 FTE hours annually for better responsiveness. Impact is immediate upon implementation
Shift responsibilities away from police and reduce scale of policing?	Reduces responsibility for responding to burglary alarms freeing up between 8,720 to 13,270 officer hours for response to false alarms each year.
Address root causes of crime and violence?	Frees up patrol officer time to address other concerns for addressing other crime and violence
Utilize a harm reduction, restorative, and trauma informed approach?	
Address public safety needs of system involved youth and transitional age youth?	
Have proof of concept in U.S. or internationally?	See Report on impact for Las Vegas, Salt Lake City
Create <u>immediate</u>, measurable impact?	Redirect 4.5 to 6.8 FTE of patrol time annually.

RACIAL EQUITY

Address racial equity disparities in stops, arrests, and use of force (data), specifically for Black communities in Oakland? Are there unintended new negative impacts?	
Address disparities in provision of public safety services and infrastructure (based on data), specifically for Black communities in Oakland?	
Foster community leadership, build community power, agency and self-determination, especially within BIPOC communities?	

BUDGET AND DATA ANALYSIS

<p>What is the estimated cost?</p> <p>Is the cost one-time lump sum or annual/recurring?</p>	<p>The cost is only the hours of city staff to develop the verified response policy to amend the current ordinance.</p> <p>Annual cost of the current alarm ordinance staffing.</p>
<p>What are the budget implications for this recommendation?</p>	<p>An undetermined reduction in revenue from false alarm fines. Alarm permit revenue should remain constant</p>
<p>Where would funds come from? Is this currently a city- or county-level line item?</p>	<p>N/A</p>
<p>Cost-Benefit Analysis and Return on Investment (ROI)? (i.e., Current cost of police action/involvement versus proposed action?)</p>	<p>This change in policy will annually redirect \$910,000 to \$1,390,000 in unproductive officer time for utilization in crime reduction at zero cost beyond the initial cost of amending the alarm ordinance.</p>

<p>What types of programming or budgetary changes are needed at the County and/or state levels to better meet Oakland's needs related to the proposed recommendation?</p> <p>What opportunities are there to leverage county and state funding streams?</p>	<p>No changes are required beyond amendment of the city alarm ordinance.</p>
<p align="center">LEGAL AND POLICY OPPORTUNITIES AND BARRIERS</p>	
<p>What legislation/policies are necessary to implement the recommendation?</p> <p>What policies or legal barriers currently exist that need to be changed in order to better serve the community and/or implement the recommendation?</p> <p>Provide detailed analysis, including policy models implemented elsewhere that can inform implementation in Oakland.</p>	<p>Alarm dispatch requests.</p> <p>Alarm dispatch requests shall be made only after the alarm company has verified an intrusion by recording the activation of two sensors, or one sensor and video verification, and after making two calls to the alarm user or their designee to verify whether police should be dispatched.</p> <p>Alarm dispatch requests shall include, but are not limited to, the following information:</p> <ol style="list-style-type: none"> 1. Alarm site permit number. 2. Location of the alarm activation and verification method 3. Type of alarm activation.
<p align="center">OPD ORGANIZATIONAL TRANSFORMATION</p>	
<p>What will OPD no longer be responding to as a result of this recommendation?</p> <p>Estimated staffing reduction resulting from redirecting proposed responsibility out of OPD?</p>	<p>OPD would no longer be responding to unverified alarm calls.</p>
<p>How should OPD restructure to account for the proposed recommendation?</p>	<p>No restructuring is needed.</p>
<p>Does the proposed recommendation create any opportunity for OPD to shift personnel and resources toward addressing violent crime especially in</p>	

<p>black communities that are underserved? If so, how?</p>	
<p>Proposed Guiding Principles from five RPSTF members</p>	
<p>Police reductions will only be made when a suitable alternative is in place that is proven to offer an equivalent or better impact on Public Safety (equivalence to include both timeliness and effectiveness of the response)</p>	
<p>If an alternative response is proposed, but has not been demonstrated/proven, then a pilot/transition period is needed, during which the two systems will operate in parallel until effectiveness has been demonstrated/proven</p>	
<p>Estimated cost savings from a police budget reduction must first be directed toward the suitable alternative response, prior to being invested in an alternative solution that addresses a different need</p>	
<p>Anticipated cost savings may be directed toward a non-police response/public safety solution, OR an under-invested police service that will continue undermining public safety if not more appropriately resourced (e.g., investigations, or missing persons)</p>	
<p>Final recommendations adopted by the Taskforce must include:</p> <ol style="list-style-type: none"> 1) Description of Recommendation 2) Cost Analysis (start-up and ongoing operating cost) 3) Safety Impact Analysis (immediate impact and longer-term impact) 4) Likely Impact on overall workload per officer (including overtime, fatigue, and attrition) 5) Transition/ Implementation Plan (timeline and steps to move from current state to desired future state - including possible people/ organizations to implement) 6) Evaluation Criteria (how will we measure effectiveness of the proposed recommendation?) 	

<p>7) Community Feedback (how has the broader community responded to the proposed recommendation? - disaggregated by police beat and by race/ethnicity)</p>	
<p>Recommended provider of an alternative response must possess:</p> <ul style="list-style-type: none"> 1) Relevant technical expertise/ professional knowledge 2) Knowledge of current local context for response types 3) Cultural relevancy 	

Further questions/research required:

List local organizations, groups, experts who may already be involved in advocating for proposed recommendation and/or are partners to consult in further building out recommendation:

Verified Response Really Does Work

Law Enforcement endorsing this paper are:

Las Vegas Metro



Salt Lake City, Utah



Arvada, CO



Salem, Oregon



West Valley City, Utah



Broomfield, CO



Lakewood, CO



Westminster, CO



South Salt Lake, Utah



Verified Response Works in Our Cities

Introduction

The police departments of Las Vegas Metro, Nevada; Salt Lake City, Utah; Eugene, Oregon; Salem, Oregon; Arvada, Colorado; Broomfield City and County, Colorado; Lakewood, Colorado; West Valley City, Utah; Westminster, Colorado; Burien, Washington and South Salt Lake City, Utah have joined together to recommend this guide to city leaders and police jurisdictions interested in learning from the experience of cities who have solved their false alarm dilemma.

In 1998, police in our nation responded to approximately 38 million alarm activations, at an estimated annual cost of \$1.5 billion. In the United States alone, “solving the problem of false alarms would by itself relieve 35,000 officers from providing an essentially private service.”¹ It is important to note that a surge of growth since 1998 increased the number of installed systems by at least 50%. The industry did not fix the false alarm problem before the growth; consequently the alarm response workload for the police in many cities has increased significantly.

An alarm signal is NOT an indicator of a criminal activity. A traditional alarm system can only detect motion – not criminal intent. They report human error, system malfunctions and abnormal conditions, most of which have little to do with crime.²

Las Vegas Solved Their Problem

As more and more cities and police departments face limited resources and budget cuts, a logical area of reduction is unproductive calls for service; that being alarm responses, which are consistently 98 – 99% false. Las Vegas solved the problem in 1991 by creating the practice known as “Verified Response” (VR). They continue to practice it today and have experienced 13 years of success.³ Deputy Chief Mike Ault with Las Vegas Metropolitan Police Department states that, “First, the alarm company is, by default, contracting government services without our approval. Not only is that rude, but it is illegal.”

VR shifts alarm signal verification to alarm companies by requiring an eyewitness such as a private guard responder or a video camera (CCTV) with interactive audio to verify that a crime has or is occurring before police are dispatched. Some police departments developed slight variations in the plan such as requiring dual zone verification or broadcast and file which leaves response determination to officer discretion; based on officer knowledge, current circumstances and the false alarm history of the premise. Police departments implementing VR continue responding to the human activated alarms, such as hold-up, panic and duress. These types of alarms continue to be 98% - 99% false,

¹ Sampson, Rana (2002). “False Burglar Alarms.” Problem-Oriented Guides for Police Series No. 5. Published by the U.S. Department of Justice and the Office of Community Oriented Policing Services (COPS).

² Jones, Lee. (2004). “Selective Citizen Privileges.” Report to Mayor and City Councils.

³ McLaughlin, Sandra (2004). “Las Vegas Statement on Alarm Response.” Spokesperson for Las Vegas Metro Police Department.

but generally are only 10% of alarm responses. Moreover, panic and hold-up alarms are generally human-activated as opposed to mechanically activated, and assumes (perhaps falsely) they are legitimate calls for help.

A report published by the U.S. Department of Justice and written by Rana Sampson entitled, "False Burglar Alarms" cited Las Vegas and Salt Lake City as having the "best response" by requiring alarm companies to visually verify alarm legitimacy before calling the police.⁴

The Alarm Industry's History of Attempts at Solving the Alarm Problem

The alarm industry has long been aware of the false alarm issue. Shortly after the start of mass marketing in the early 1960's, the false alarm problem had grown so large that law enforcement felt compelled to deal with it by introducing the first false alarm ordinances in 1972. These ordinances were largely unsuccessful at curbing the problem and with the continued growth of the alarm industry, and under additional pressure from law enforcement, the alarm industry made their first attempt at dealing with the problem in 1984. In a joint effort with the International Association of Chiefs' of Police (IACP) an Alarm Efficiency Task Force was formed. Their recommendation called for user education, state licensing, dealer training, equipment testing and telephone verification to solve the false alarm problem. With no great success from this program and after commission of several false alarm studies, the alarm industry again attempted to deal with this issue in 1992 by creating the False Alarm Coalition Effort (CARE). In 1994, the IACP, FBI and police departments joined together to develop the False Alarm Resolution. In 1995, the alarm industry introduced the Model States Plan and now in 2004 the Security Industry Alarm Coalition (SIAC) was formed. This group has introduced the two-call telephone verification or Enhanced Call Verification (ECV).⁵

Attempts have recently been made by the alarm industry to influence state legislators to require mandatory police response to alarm signal verification. State Senator Jeff Plale (D-South Milwaukee) said he will introduce a measure in January requiring police departments in the state to respond to all burglar alarm calls.⁶ Members of the North Texas Alarm Association appeared before the Texas House of Representatives Law Enforcement Committee in August, 2004 to propose "Mandated Police Alarm Response."

Law Enforcement was told that by following the alarm industry advice, cities would recover their cost of enforcement and reduce the number of police responses to false alarms. All of these alarm industry efforts heavily burden the police with the responsibility for reduction and enforcement of the false alarm problem. To date, none of these programs have had long-term success at either false alarm reduction or cost recovery.

⁴ Sampson, Rana. (2002). "False Burglar Alarms." Problem-Oriented Guides for Police Series No. 5. Published by the U.S. Department of Justice and the COPS Office.

⁵ National Burglar and Fire Alarm Association (2004) "Industry and Association History." NBFAA Website.

⁶ Diedrich, John & Borowski, Greg J. "Alarms Sound Over Policy Change." (Sept. 18, 2004) Milwaukee Journal Sentinel.

Dr. Simon Hakim, Professor of Economics at Temple University, who is one of the leading experts in the country and has studied this issue for the past ten years said, “Reducing the government monopoly as alarm response provider would result in more competition, would lower cost to society, improve quality of service, and reduce the government bureaucracy of managing the alarm unit. This solution will entail public provision of the public good aspect of alarm response and private provision of the private good aspect of false alarm response. Response to false alarm activations is a nuisance and a waste of at least ten percent of local police budgets. Police Chiefs have been complaining about the problem of false alarms for many years. A variety of alarm industry and public policy initiative solutions have been tried and shown to have been largely unsuccessful.”⁷

Model States Plan - Large Effort, Little Results

The group of cities endorsing VR would like to go on record as stating that the Model States Plan does **not** work. It is better than doing nothing about the false alarm problem, but it leaves the city and police department holding the responsibility for; tracking alarms, issuing warning letters, billing, collections, false alarm prevention, suspension or no response programs (due to a high number of false alarms) and registering alarm users with permits. Issuing permits has **NOTHING** to do with the false alarm problem. It is merely a means to financially support the bureaucracy created to deal with the problem. The Salem, Oregon Burglar Alarm Task Force (2003) stated: “The information contained in active permits may not be current or may not be available at the time of alarm response dispatch, which relegates the alarm permit to simply an administrative function with little or no real value in responding to alarm calls.”⁸

The Model States Plan leaves a city with the brunt of responsibility for fulfilling a private civil contract that was agreed upon by two private parties (alarm company & alarm owner), with neither the city nor the police department being a participant in that contract. Alarm companies have no control over police priority on alarm response nor the backlog of police calls; and yet alarm representatives have been known to promise an unrealistic and unattainable police response time to their future customers⁹.

As author Anne E. Schwarts states: “Increased fines alone are not the right solution. More fines don’t do much to put that cop on the street where he or she belongs. Sure, customers don’t mind footing the bill for their own false alarms because they feel that’s part of the protections they pay for. But private alarm companies don’t have the right to use our public safety professionals as an added-value service for their businesses. Alarm companies can make their personnel available by setting up patrols while sworn police

⁷ Buck, Andrew; Blackstone, Erwin & Hakim, Simon. (2004). “Evaluation of Alternative Policies to Combat False Emergency Calls.” Temple University, Philadelphia, Pennsylvania.

⁸ Salem, Oregon Burglar Alarm Task Force. (2003). “Report to Mayor and City Council.”

⁹ Salt Lake City Police Department. (2002). “Verified Response: The False Alarm Solution.” Innovations in American Government Awards Top 100 Programs.

officers, paid for by all the taxpaying public, can engage in the kinds of preventive patrols that have been shown to reduce crime.”¹⁰

Time and time again it has been proven in cities that the first year or two the Model States Plan will result in a 15 – 25% reduction in alarm responses. Then, the results level out as the ordinance enforcement lessens, the number of new alarm systems increase and law enforcement priorities change. On the other hand, cities adopting VR have achieved reduction rates ranging from 69 – 90%, holding year-after-year, and equally as important, without the administrative burden of “managing” the false alarm problem.

Two-Call Verification or Enhanced Call Verification (ECV)

The most recent proposal from the industry has been to make a second telephone call to a location apart from the alarm site. What the industry fails to mention is that after two calls, or 10 calls, when monitoring firms call the police they are still saying that they do NOT have any indication of a burglary or other criminal act, but there is some unknown trouble with the system. It is not a “verification” process, but a filtering process. Bear in mind that national spokespersons from the alarm industry have no control over the individual monitoring company practices. A single attempted telephone call has been the verification standard for more than 10 years and even now, not all monitoring companies practice this concept. A second phone call is unenforceable from a police ordinance standpoint. The alarm industry can adopt this concept without a mandate from Law Enforcement. While enhanced verification is to be encouraged, ECV alone is not an all-encompassing solution to the false alarm problem.

80-20 Claim

Another claim by the alarm industry is that 80% of the false alarms are caused by 20% of the users. Salem, Oregon¹¹; Arlington, Texas¹²; and Seattle, Washington¹³ found this claim to be untrue. Their statistics have shown that 60 – 80% of the alarm activations occurred at premises having one or two false alarms a year. In the past, the national alarm associations had posted on their website the ratio of 1.5 false alarms per premise per year which is a more accurate representation of many alarm systems having a few false alarms.

Crime Rates

Opponents claim that burglaries are on the rise in cities which have adopted VR. Verified Response is designed to reduce police response to excessive false alarms. It was never designed, nor is it intended to deal with property crimes.

¹⁰ Schwarts, Anne E. (2004) “Reason for alarm: False alarms take cops from real crimes.” On Milwaukee.com.

¹¹ Salem Oregon Burglar Alarm Taskforce (2003). “Report to Salem Mayor and City Council.”

¹² White, Jennifer. (2002). “False Alarm Paper to Arlington Mayor and City Council.”

¹³ Garnica, Detective. (2004). “Percentage of alarms on first and second alarm signals.”

Based on the FBI Uniform Crime Report, the first full year (2001) of VR in Salt Lake City realized a minimal 1.8% burglary increase. In 2002, there was a 12% increase in burglaries. For 2003, Salt Lake City burglaries decreased by 6.4%. A long-range view of Salt Lake City burglaries shows that they have **decreased by 32%** from 1991-2003.¹⁴

Burglaries in other VR cities have appeared to be typical of crime statistics, which are generally very cyclical in nature. Opponents of VR tend to exclaim very loudly about any burglary increase is due to police implementation of a VR style ordinance. While the burglary rates in 2003 increased by only 12% in Arvada, Colorado (a VR city), Seattle (not a VR city) experienced a 20% increase in residential burglaries¹⁵. In any study of this issue, notice the failure of alarms to produce any significant number of arrests. Seattle police in 2002 responded to 24,505 alarms, of which 325 were valid alarms, and they arrested 46 suspects. The overwhelming proportion of false alarms meant that the cost per arrested Seattle burglar was \$31,444.¹⁶ Police response to alarm signals has not proven to be an effective crime-fighting tool.

LA Story

Give your taxpayers the right to expect their police officers to respond to real calls for help. Allow officers to be proactive in your city in preventing crime, rather than chasing a ghost signal. As LAPD Chief Bratton said, "The 15% of the patrol resources we now spend chasing false alarms ... that 15% of officer activity could be focused in the parks, in the schoolyards, on the streets -- prioritized, focused patrols in areas where we know we have problems."¹⁷ Chief Bratton was convinced that VR was the correct solution for LA. Due to political pressure on the city council from the alarm industry and the lobbyists they hired, VR was not implemented. Instead, a different alarm ordinance was passed. Now alarm owners are allowed two false alarms in one year and, then, placed on no response. They will be fined \$115 on the first alarm with a 45-minute to 3-hour response. LAPD is burdened with tracking false alarms, no response premises, permits, warning letters, billing and the collection process. A private guard response in LA could provide quicker response. In the rare instance that an actual crime is detected, the combined response between private guard and police would be faster than police response alone, due to the reduced priority given alarm calls by police. Recent news articles state that this program has not been able to be implemented due to the inability of the current computer tracking system and the new computer system is not expected to be online for another 18 months.¹⁸

Scare Tactics

The alarm industry when confronted with VR will send letters to alarm users in your community using emotional scare tactics and inflammatory statements. This has been the

¹⁴ FBI Uniform Crime Report (1981, 2001, 2002, 2003).

¹⁵ Heckman, Candace & Castro, Hector. (2004). "Residential burglaries are up 20% in Seattle." Seattle PI.

¹⁶ Buck, A., Blackstone, E., Hakim, S. (2004) "Evaluation of Alternative Policies to Combat False Emergency Calls." Center for Competitive Government at Temple University, PA.

¹⁷ McGreevy, Patrick. (Jan. 29, 2003). "Chief Wins Key Test on Alarm Plan." Los Angeles Times.

¹⁸ Los Angeles Daily News (April 10, 2004). Editorial.

alarm industry modus operandi throughout the nation. Outlandish statements such as these will attempt to enrage your citizens:

*Your tax dollars are not at work!¹⁹

*Shouldn't we as citizens and taxpayers, have the right of our highly trained police officers responding first to our homes and businesses?¹⁷

*Your city and police department should agree to accept the help offered from the alarm association, a strong, knowledgeable, local group of alarm dealers.¹⁷

*The Model Alarm Ordinance maintains police response, recoups police department costs in responding to alarms, and reduces false alarms through a system of permits and false alarm fee.²⁰

*If you feel that the police department policy is not fair to the citizens and taxpayers of Eugene, please contact your Mayor and your City Council Member. A listing of the elected officials in your city is attached for reference.²¹

*Your alarm company feels that the police department's action is unacceptable and we sincerely believe that your elected city officials should take a further look at this before it becomes accepted policy.²²

*Murder, rape, assault, and arson often accompany burglaries. Women and children are most often the victims.²³

The letters from alarm companies will (as a courtesy) list the mayor and city leaders' phone number and email addresses and the date of the next council meeting. Eugene, Oregon's police department proactively sent educational letters to all alarm users in their city before the inflammatory letters arrived from the alarm industry and also hired a public relations firm. Educating citizens who have only been exposed to a very one-sided view will prove beneficial to all. One thing to keep in mind – a very small, but loud minority, will appear at your city council meeting and a special interest group will have created their hostile feelings. In Salt Lake City, one month after implementation of the VR ordinance, the complaining phone calls abruptly ceased and neither the mayor's office or the city council now receive complaints about the VR ordinance.

VR Works!

Bottom line on this issue is that alarm calls are consistently 98 – 99% false. Eighty percent of your taxpayers are subsidizing less than 20% of the citizens who have alarm systems. An industry is using “free” public safety resources for private security matters.

Albert Einstein once said, “The definition of insanity is doing the same thing over and over again and expecting different results.” Continuing the Model States approach and copying other cities failures over the past 30 years will bring the same results – heavy administrative/police burden and light on false alarm reduction.

¹⁹ North Texas Alarm Association (2002). Arlington, Texas

²⁰ Brinks Security (2004). Milwaukee, Wisconsin letter to alarm users.

²¹ ADT Security (2002). Eugene, Oregon letter to alarm users.

²² Brinks Security (2000). Salt Lake City, Utah letter to alarm users.

²³ Deseret Newspaper (2000) Full-page ad paid for by the Utah Alarm Association. Garren Echols.

Verified Response has worked well in our cities we believe it will work well in your city.

Contact any of the cities endorsing this paper for further information or:

Las Vegas Metropolitan
Police Department
Deputy Chief Mike Ault
Professional Standards Division
702-229-3425

Lakewood Police Department
Division Chief John Camper
Support Services Division
303-987-7302

Captain Mark Peck
Salt Lake City Police Department
801-799-3201
Mark.peck@slcgov.com

Eugene Police Department
Public Information Officer Pam Olshanski
541-682-5124

Arvada Police Department
Commander Gary Creager
720-898-6814

Salem Police Department
Sgt. Steve Bellshaw
503-588-6259

Cities who have adopted Verified Response to date are:

Milwaukee, Wisconsin
Eugene, Oregon
Lane County, Oregon
Taylorsville, Utah
Murray, Utah
Westminster, Colorado
Broomfield, Colorado
Burien, Washington

Las Vegas, Nevada
Salem, Oregon
Arvada, Colorado
Henderson, Nevada
Winnipeg, Canada
Breckenridge, Colorado
Lakewood, Colorado
Aurora, Colorado

Salt Lake City, Utah
Bellingham, Washington
West Valley City, Utah
Victoria, British Columbia
Yakima, Washington
Summit County, Colorado
South Salt Lake City, Utah

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