



MEMORANDUM

TO: HONORABLE MAYOR &
CITY COUNCIL

FROM: Scott P. Johnson
Assistant City Administrator

SUBJECT: Recent Technology Audit of Oakland
Police Department

DATE: August 3, 2012

City Administrator

Date

Approval /s/ Deanna J. Santana

8/3/12

INFORMATION

The City Administrator's Office recently received a technology audit addressing the performance and management of technology used by the Oakland Police Department. The audit was critical of the Department's use of technology, its fiscal management of that technology, and its compliance with the requirements of the Negotiated Settlement Agreement.

City staff from the Oakland Police Department, Department of Information Technology and the City Administrator's Office have carefully looked at the information contained in the audit. Many of the recommendations are sound and of value. It is important that IT projects are well-planned and effectively implemented. The Administration is committed to further strengthening our systems and processes within and amongst City agencies and departments, and we acknowledge that there is always room for improvement.

The City Administrator is in the process of hiring an Information Technology professional for the Police Department. OPD has never had IT staff dedicated solely to addressing OPD's technology needs. This professional will bring specific subject-area expertise and will be responsible for overseeing and carrying out many of the auditor's recommendations.

There are a number of significant errors and omissions included in the audit that need to be addressed:

1. **Shotspotter**—The auditor states that OPD underused this technology at a cost of \$488,347. The system registered 2,800 alerts in a one-year period; this is a small fraction (less than one half of one percent) of the total emergency calls OPD receives per year. OPD used Shotspotter exactly as it was intended: as an additional tool, not the only tool, in our overall strategy to respond to and investigate over 624,000 emergency calls each year. To use Shotspotter as the auditor implies would mean lowering the priority on the other 99.5 percent of the emergency calls each year, which would be a poor public safety strategy. OPD should be commended for its use of this technology; it has been very successful.

2. **E-Citation**—The auditor stated that OPD never used E-Citation, at a cost of \$81,866 and was critical that OPD did not secure a performance bond for the E-Citation contract. Securing a performance bond has always been an option to consider during contract negotiations, but proves difficult when dealing with small, privately owned companies who target the relatively limited public safety market. The City Council must approve budget funding that would allow the City to secure a performance bond for all OPD contracts. New and innovative technology has the potential for reducing crime and making policing more effective, and City-funded performance bonds would allow us to utilize technology offered by companies that are unable to secure a bond.

3. **Evalis**— The auditor stated that OPD never used Evalis at a cost of \$65,103. Although the Evalis product lacked some critical functions, at the time of purchase it was the only application available that came close to complying with the NSA personnel management system requirements. This system was not used because after our purchase, Motorola bought Evalis and OPD and DIT staff determined that it would be cost prohibitive for Motorola to make the necessary functional customizations. Although Evalis was not used, the City received significant value out of the Evalis investment, and the knowledge gained from the functional gap analysis by OPD and DIT allowed us to identify and develop the Internal Personnel Assessment System (I-PAS). This system fulfilled the NSA requirement to track stop data. The auditor failed to mention that I-PAS received national recognition for innovative application development in seeking to comply with the NSA requirements. This would not have been possible if OPD and DIT had not invested in the Evalis product to accomplish early compliance with the NSA. The software platform used to develop I-PAS needs a major technology refresh (replacement). We continue to use Evalis as a knowledge base for improving and building a better I-PAS system as we plan the technology refresh.

4. **ICVMS**—The auditor incorrectly states that additional software and hardware are needed to run the ICVSM system. In fact, the vendor went out of business, failing to complete the project. The auditor also inaccurately states that the system was implemented to comply with the NSA. OPD was to “explore” video technology. We were able to reuse the server and the fiber optic cable infrastructure as part of our VieVu project.

The City Administration is committed to continuously reevaluating and retooling our technology to be as effective and efficient as possible, within the fiscal and technology resources available to us.

Respectfully submitted,

/s/

SCOTT P. JOHNSON

Assistant City Administrator

For questions please contact Scott P. Johnson, Assistant City Administrator, at 510-238-6906.