

Oakland Police Department

Bureau of Administration

Personnel Commander's
Division

Annual Report 2007
Executive Summary

Annual Report Executive Summary - 2007
Personnel Commander's Division
(PAS Administration, Recruiting & Backgrounds, Technology and Medical Units)

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Division Functions / Responsibilities

The Personnel Commander's Division is a unique amalgamation comprised of several organizational units: Personnel Assessment System (PAS) Administration Unit, Recruiting and Backgrounds Unit, Police Technology Unit and the Medical Unit. The following is an Executive Summary of the activity of these assigned units as required by Departmental General Order A-7, ANNUAL MANAGEMENT AND DEPARTMENTAL REPORTS. Specific details for each unit, except for the Medical Unit, may be found in the attached appendixes. The Medical Unit staff members are not City employees and therefore are not required to complete a report.

PAS Administration Unit

The Personnel Assessment System (PAS) Administration Unit is responsible for the administration of the Department's Early Identification and Intervention Program (EIIP) and all supporting data management systems. The unit monitors all personnel recommended for supervisory monitoring and intervention through the Department's PAS policy process. The unit maintains confidential files for all actions taken to fulfill the requirements of the PAS policy. The PAS Administration Unit provides support to the Police Department in the following key areas:

- Administration and oversight of the Department's EIIP;
- Providing tools to commanders, managers and supervisors to enable them to assess the performance of subordinate units, supervisors and personnel and determine if they are engaging in exceptional, at-risk or substandard performance;
- Providing assistance to commanders, managers and supervisors in analyzing and assessing the performance of their assigned personnel;
- Developing reports for supervisors, managers, commanders, bureau deputy chiefs/director and the Chief of Police as needed;
- Monitor the quality of, and assist in making corrections to, information maintained in the Department's relational database systems (i-PAS and EVALIS).

Recruiting & Backgrounds Unit

The Recruiting and Backgrounds Unit is responsible for locating and recruiting qualified, talented, caring, and responsive individuals capable of carrying on a tradition of outstanding service to the citizens of Oakland. The Unit accomplishes this goal by:

- Maintaining a constant flow of information to the public concerning employment opportunities within the Police Department;

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- Coordinating the extensive selection processes for Police Officer Trainees, lateral Police Officers, Rangers and other non-sworn professional staff positions; and
- Coordinating complex and exhaustive background investigations needed to select the best qualified sworn members and professional staff employees.

Technology Unit

The Technology Unit is responsible for the identification, acquisition and implementation of law enforcement related technology throughout the Department. The Unit coordinates with Departmental command staff, the City's Department of Information Technology (DIT) and various vendors to provide technology support to frontline law enforcement functions and support activities.

Medical Unit

The Medical Unit manages the Department's workers' compensation program. It processes all Reports of Injury, maintains medical files, administers payroll for injured employees, coordinates disability retirements, manages the Transitional Assignment program to return injured workers to limited duty whenever possible and schedules ergonomic workplace evaluations.

Staffing

Classification	Authorized Number	Actual Number	Vacancies (+/-)
Lieutenant of Police	1	1	-
Sergeant of Police	2	2	-
Police Personnel Operations Specialist	2	2	-
Police Officers	5	5	-
Administrative Analyst II	1	1	-
Receptionist	1	1	-
Police Officer Trainee	0	1	+1
Non-City Employees <i>JT2 Integrated Services</i> <i>Worker's Comp 3rd Party Administrators</i>			
Medical Unit Coordinator	1	1	-
Medical Unit Administrative Support	1	1	-

During 2007, the City Risk Management Department continued their assistance by providing a Medical Coordinator and administrative staff support to administer the Medical Unit functions. This staffing assistance has been crucial in maintaining the workers' compensation claims processing and reporting procedures, ensuring the Department is compliant with all local, state and federal laws. The Medical Unit

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positions are funded by the Risk Management Department and are staffed by the City's workers' compensation third party administrator, JT2 Integrated Services.

At the end of 2007, Personnel Commander's Division authorized staffing was as follows:

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Unit	Classification/Rank	Name
Division Commander	Lieutenant of Police	Kenneth Parris
PAS Admin Unit	Police Personnel Operations Specialist	Shanda Wright
Recruiting and Backgrounds Unit	Sergeant of Police	Dom Arotzarena
	Police Personnel Operations Specialist	Cecilia Belue
	Police Officer	Sylvian Brewster
	Police Officer	John O'Reilly
	Police Officer	Juan Sanchez
	Police Officer	Panya Sawan
	Administrative Analyst II	Janet Yan
	Receptionist	Michelle Thompson
	Police Officer Trainee	Erin Breckenridge
	Technology Unit	Sergeant of Police
	Police Officer	Kris Botelho
Medical Unit	Medical Coordinator (JT2 staff)	Traci Mills
	Administrative Support (JT2 staff)	Darlene Cannedy

During 2007 the Recruiting and Backgrounds Unit continued utilizing qualified retired Oakland Police Officers as annuitants to assist with background investigations and other recruiting activities. At the end of 2007, there were 17 annuitants assigned to this unit.

Fiscal Management

Personnel Division (includes Personnel Admin Section, PAS Admin, Recruiting & Backgrounds and Medical Units)

Funds for the Personnel Administration Section, PAS Administration Unit and Medical Unit are all accounted for under the Personnel Division and include the Personnel Administration Section which is not a part of the Personnel Commander's Division.

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Appropriation Categories	Budget Appropriations	Actual Expenditures	Difference
O & M	\$1,086,698	\$592,438	\$494,260
Grants	0	0	0
Personnel (excluding O/T)	\$2,677,731	\$2,561,998	\$115,733
Overtime	\$361,451	\$805,482	<\$444,031>

Technology Unit

The Technology Unit is funded as a separate unit and its fiscal management is listed below.

Appropriation Categories	Budget Appropriations	Actual Expenditures	Difference
O & M	\$124,680	\$119,338	\$5,322
Grants	\$39,904	\$30,421	\$8,292
Personnel (excluding O/T)	\$328,050	\$418,898	<\$90,848>
Overtime	\$15,468	\$27,609	<\$12,141>

Training Received by Division Personnel

The Personnel Commander's Division staff received training in various subjects during 2007. Below is only a partial listing of training received and presented by personnel assigned to the Division:

Training Received By Division Personnel		
Course Title	Number Attending	Hours
DGO D-17 Personnel Assessment System	5	3.0
Promotional Consideration Memo	13	.5
DGO B-6 Performance Appraisals Task 21/44	13	.5
TB V-T.1 Internal Investigation Procedure Manual	13	.5
DGO M-3 Internal Affairs Complaint Manual	13	.5
Sexual Harassment Prevention for Mngrs./Supvs.	5	2.5
Performance Appraisal – Revision to DGO B-6	13	.5
Women in Law Enforcement	1	8.0
CBIA Background Investigation Training Update	2	20.0
Command Retreat	1	8.0

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Training Provided By Division Personnel		
Course Title	Number Attending	Hours
DGO D-17 Personnel Assessment System	200	6.0
Annual Background Investigator's Training	32	16.0
Field Based Reporting System	480	8.0
Telestaff Personnel Management	106	4.0

All NSA required training was conducted as required by Departmental policy.

Significant Accomplishments

PAS Administration Unit

- Published an early identification and intervention program policy, Departmental General Order (DGO) D-17, PERSONNEL ASSESSMENT SYSTEM, in compliance with Negotiated Settlement Agreement (NSA) Tasks 40 and 41.
- Developed, fielded and provided training for a computerized relational database system as required by NSA Task 40, known as the Internal Personnel Assessment System (i-PAS)
- Conducted quarterly PAS Threshold Reviews in accordance with DGO D-17.
- Continued to develop the Oakland version of Motorola's EVALIS Personnel Information Management System, intended to be more robust than the current system, increasing i-PAS functionality when fully fielded.
- Conducted the Annual Awards Ceremony in December, incorporating awards for all classifications, members and professional staff.

Recruiting & Backgrounds Unit

- Completed the recruitment, selection and hiring process for 114 applicants for police officer trainee and lateral police officer to fill three police academy and two lateral transition classes.
- Continued to hire retired Oakland Police Officers as annuitants to conduct background investigations and assist with other recruiting related tasks.
- Refined and improved the recruiting website, www.opdjobs.com.

Technology Unit

- Acquired and fielded the following technology systems for the Department:
 - Field Based Reporting (FBR) system;
 - Laptop Program;
 - In-Car Video System;
 - License Plate Recognition Reader System;
 - Shotspotter System;

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- PowerVu Power Management System; and
- EVDO Communications System
- Acquired, configured and currently testing the Telestaff Personnel Management System.

Medical Unit

- Effectively managed the City's Workers' Compensation Management Program, resulting in the more timely return to work of Departmental personnel.
- The Workers' Compensation Management Program continued to operate successfully during 2007. Supervisors continue to improve their knowledge of the process and injured workers are returning to work faster due to the Transitional Assignment Program (TA). The Transitional Assignment Program requires injured workers assigned to modified duty to receive medical updates at least every 90 days when their transitional assignment comes up for review. At that 90-day review, the Department decides whether the injured worker will continue working modified duties or will go home pending an update of restrictions. In addition to these program activities, all new supervisors are provided training by the Medical Unit relative to their responsibilities when dealing with an injured worker.

Performance Data

This Division does not perform traditional law enforcement functions therefore does not generate any statistics related to citations issued, vehicles towed, warrants cleared, arrests and attendance at community meetings. The following is a summary of some of the significant other performance data generated by the Division.

Department Awards

The Personnel Division Commander is a member of the Departmental Awards Committee and is the primary individual responsible for the processing of all Departmental awards. As part of this function, the Division reports the following Department awards presented at the Department's 2nd Annual Awards Ceremony conducted on 6 Dec 2008. At this ceremony, twenty-four (24) medals were awarded as follows:

Medal of Valor	5
Silver Star Medal	2
Medals of Merit	17

Twenty-six (26) individual Unit Citation Awards were also presented.

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Departmental and Bureau Employees of the Year were recognized in addition to professional staff members who put forth exceptional effort in support of the Department's mission.

One (1) officer received the Community Service Award for his work in support of community policing through an innovative program that addressed crime in his assigned area.

One civilian member of the Oakland community, Mr. Grady Lettermon, Jr., was awarded a Chief's Certificate of Commendation for his assistance in saving the life of another member of the community.

PAS Administration Unit

The Unit generated three (3) PAS Threshold Reports in 2007 (April, July & October) which included the review and analysis of 591 histogram graphs depicting performance activity of supervisory, normative and relational comparison thresholds.

Two Department-wide quarterly Use of Force Reports were disseminated to each Deputy Chief/Director.

The Unit reviewed twenty-five (25) incidents resulting in Single Event Thresholds being met.

Reviewed and processed 254 PAS Activity Review and Reports and fifty-nine (59) PAS Follow-Up Reports completed by first-line supervisors.

Recruiting and Backgrounds Unit

In 2007, approximately 795 background investigations were completed. The unit continues its aggressive recruiting efforts to fill the Department's existing vacancies and meet the goals established in *Measure Y*. See specific performance data for the Recruiting and Backgrounds Unit in Appendix 2.

Technology Unit

2007 was a very active year for the Technology Unit. Seven major technology systems were deployed, a significant accomplishment for a unit comprise of only two fulltime members and a part-time annuitant. The Unit has had to strategically plan to maximize its limited resources to provide support to all its assigned projects. Deployment of these technology systems also requires the presentation of training. During the year, the Unit provided training to nearly 500 members and employees in the use of the Field Based Reporting (FBR) System and to over 100 members and employees in the use of Telestaff Personnel Management System.

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Other Performance Data

A review of the Personnel Commander's Division members' performance data, including uses of force, discharges of firearms, personnel complaints, vehicle pursuits, and vehicle collisions, showed no patterns of behavior needing corrective action.

A clinical consultant, Michael Palmertree, MFT, continues to be retained under contract to assist in the implementation of the Personnel Assessment System. As of December 2007, seven (7) members have been referred for intervention and six (6) members have been placed on supervisory monitoring.

Plans and Goals

The Personnel Commander's Division's goals for 2008 are to:

- Maintain compliance with all Negotiated Settlement Agreement training requirements, with continued emphasis on PAS and
- Have successful compliance in the NSA tasks assigned to the Personnel Commander's Division.
- Achieve full staffing for the Department.
- Acquire and deploy new technology in support of the Department's mission, vision and values and to enhance community policing.

PAS Administration Unit goals for 2008 are to:

- Continue to support the Department in the full implementation of the Personnel Assessment System as outlined in Departmental General Order D-17, PERSONNEL ASSESSMENT SYSTEM.
- Continue to generate and publish four quarterly PAS Threshold Reports, identifying individuals who may be in need of commendation or who may be exhibiting at-risk behavior or substandard performance.
- Continue to provide monthly PAS status reports to the Chief of Police.
- Continue to conduct semi-annual PAS Oversight Committee meetings.
- Implement the Motorola EVALIS system when the Oakland version is available.
- Streamline the current histogram review process to reduce the amount of material reviewed by the PAS Activity Review Panel quarterly.

Recruiting and Backgrounds Unit goals for 2008 are to:

The 2008 goals of the Recruiting and Backgrounds Unit are based upon a critical and comprehensive review of past efforts to recruit Police Officers, assessment of the current recruiting environment and awareness of budgetary constraints. Although the overall goal for reaching authorized force has been negatively impacted by

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retirement, injury and resignation loss; the core recruitment strategy continues to be focused upon four main elements:

- Emphasize Oakland/Bay Area candidates;
- Expand College/Military outreach;
- Re-tool lateral acquisition by paying for experience; and
- Increase 'Grow Our Own' opportunities.

Police Technology Unit goals for 2008 include:

Using a COPS 2007 Grant, the Unit will build an infrastructure for the transfer of data in our vehicles. The system will replace the public network of EVDO and provide the Department with a privately owned network. This will be a component of a regional system in partnership with San Francisco, San Mateo, Alameda, and Contra Costa counties to resolve interoperability issues in the region.

Additional technology systems that will be installed in the next two years include:

- Mesh Technology: Providing live video to Patrol vehicles;
- Video Surveillance System;
- Property Management System;
- FBR Upgrade;
- Telestaff Personnel Management System;
- High Performance Data System;
- Third Data Frequency;
- Cop Logic online crime reports;
- Regional radio Interoperability ;
- Mobile ID Stations;
- Updated IPSS System; and
- VOIP.

Medical Unit goals for 2008 include:

- Returning workers to duty promptly, making full use of transitional assignment opportunities.
- Process all reports of workers compensation injuries promptly.
- Eliminate overpayments to injured workers by close and effective oversight of pay status.
- Development of a comprehensive, user friendly data base for reporting illness and injuries.