



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Larry Esquivel

SUBJECT: SEE BELOW

DATE: February 10, 2014

Approved

Date

2/20/14

SUBJECT: APPROVAL OF AUDIT COMPLIANCE ACTIONS

RECOMMENDATION

It is recommended the City Council approve the following actions:

- (a) Approve prior year expenditures of \$203,612.11 for Corona Solutions service agreement for Computer Aided Dispatch System data mining software, and
- (b) Approve a one-year extension for Corona Solutions service agreement in an amount not to exceed \$47,877.05.

OUTCOME

Approval of this action will allow the San José Police Department to come into partial compliance with Recommendation #2 of the City Auditor's report of *Consulting Agreements: Better Enforcement of Procurement Rules, Monitoring, and Transparency is Needed*. This action will also allow an extension of time so that the Department can conduct a proper Request for Proposal for crime analysis software tools which will allow full compliance with the audit.

BACKGROUND

The San José Police Department's Computer Aided Dispatch (CAD) System is a highly specialized application that allows for the coordinated communication, assignment and tracking of Department resources in response to calls-for-service. In fall 2002, the Department first deployed an internet software solution in order to retrieve calls for service data from the CAD System. At the time, there were limited providers capable of CAD data mining services and staff conducted a limited comparative analysis study and selected Corona Software Inc., dba Corona Solutions, as the preferred vendor. Their technology module, Ops Force Discover (formerly

CADMine), is an internet-based service for the purpose of receiving and processing CAD data files and allowing user defined search parameters. Ops Force Discover allows for the select access, format and retrieval of accurate and timely CAD data utilizing an application service provider model that required no capital investment in hardware. The Ops Force Discover solution enabled on-line reporting on near real-time CAD data for enhancement of police service delivery.

The Department's Crime Analysis Unit (CAU) develops and maintains specialized databases and procedures for extracting data from a variety of national and local databases in order to provide advanced crime mapping and analysis applications to the Bureau of Investigations (BOI), Field Patrol, and Crime Prevention services. CAU also uses calls for service information obtained from the Department's CAD System for crime mapping and event notification. Part of the Ops Force Discover analytical software package is the ability to download data from the CAD System and make that data available for staff deployment, queries, trend projections and crime mapping in a user friendly format. Ops Force Discover is the only system the Department has that allows the user to search any and all dispatcher comments entered for a call. This analytical tool has been utilized in providing information which has led to suspect identifications and case clearances. With Ops Force Discover, CAU is able to provide detailed analysis due to the ease in querying and exporting the data. Department members can also set up custom alerts for calls using specific keywords and/or call types. Various canned reports are available to each user for ease in analyzing basic call information.

The original agreement with Corona Solutions was executed in October 2002, at a rate of \$0.10 per anticipated CAD call for a not to exceed amount of \$25,000. On August 4, 2004, the Department requested and received City Council approval to execute a renewal of the Corona Solutions service agreement as well as the ability to exercise one-year renewal options without further City Council action other than the appropriation of funding, not to exceed five years. This City Council approved authorization ended on March 31, 2010.

As part of the City Auditor's report of *Consulting Agreements: Better Enforcement of Procurement Rules, Monitoring, and Transparency is Needed*, Recommendation #2 stated the following:

Recommendation #2: To ensure compliance with City Council approval authority, we recommend that the SJPD either (a) terminate its unapproved contract with Corona Solutions and/or (b) receive approval from City Council for monies already spent.

ANALYSIS

Erroneously, the Department continued to renew this service agreement without proper authorization. Since March 31, 2010, the Department renewed the agreement four times with the current agreement expiring March 31, 2014. These four agreements amounted to a total of \$203,612.11 (an annual average of \$50,903 per year). The rate of \$0.13 per CAD call was used

in all four of these renewals. Part of this memorandum seeks City Council approval of these funds that have already been spent in prior years on this agreement.

Additionally, this memorandum seeks City Council approval to extend the Corona Solutions agreement one additional year, from April 1, 2014, to March 31, 2015, in order to provide additional time for the Department to conduct a proper and comprehensive Request for Proposals (RFP). The findings of the audit provided the Department the opportunity to take a step back and review the proliferation of crime data analysis / predictive analysis software that have entered the market since the original deployment of Ops Force Discover in 2002. The Department has convened a working committee to review existing and potential technology solutions that align with strategic goals. Another element that influences the current technology environment is the Department's roll out of the Automated Field Reporting / Records Management System (AFR/RMS). The AFR/RMS project has dramatically changed the way the Department collects and analyzes data. Given this enhanced capacity, the Department would like to pursue technology solutions that integrate AFR/RMS data with CAD; however, this will require further study which will be completed as part of the RFP process. Currently, resources for preparation of this RFP are limited as the staff who are working to deploy AFR/RMS are also tasked with this crime data analysis RFP. The Department will finalize the RFP scope later this spring and release the RFP at that time.

As cited in the City Administration's response to the audit's Recommendation #2, the Department fully agrees with the recommendation and the RFP process has begun with initial scoping of the project. Additionally, it was noted in the response that terminating the current agreement with Corona Solutions is not advisable given the valuable crime data staff receives from the system. The current agreement expires on March 31, 2014, and the Department is requesting a one-year extension to March 31, 2015, at the current rate of \$0.13 per CAD call for a not to exceed amount of \$47,877.05, which will allow for the completion of the RFP without disrupting current CAD data mining availability.

Should City Council not approve the one-time extension of the current service agreement, the Department's ability to report on calls for service data will be severely limited. CAU completes many requests for calls for service data in order to assist with criminal investigations, Public Records Act requests, Child Protective Service placements, District Attorney investigations, Department of Justice requests, other City Department requests, and other law enforcement agency investigations. Without this service agreement extension, their data collection and reporting will be eliminated as manual collection of the data is simply too burdensome. Data could be obtained from the main CAD System; however, this would require a SQL programmer and the data extracted would be limited. The function to search dispatcher comments would be lost and the task of analyzing detailed data would be time consuming and inefficient.

Additionally, without readily accessible CAD data, there will be impacts to Field Patrol officers and BOI detectives. Within BOI, Ops Force Discover is a vital investigative tool used on a daily basis by detectives. Ops Force Discover captures data for any call for service or officer generated activity that does not result in an official crime report or citation, while all other databases

analyze details from crime reports or citations only. Suspect identification and apprehension efforts would be severely hampered if detectives lost this valuable investigative resource. Ops Force Discover allows detectives to not only perform research on all activity captured in the CAD System but it also has a keyword or address alert feature that sends an alert directly to a detective's email or wireless device when new activity is recorded. Ops Force Discover allows detectives to search for information in many user-defined ways. Searches can also be conducted with only limited information, such as a partial license plate or nickname, and yield extensive results.

The public will also be impacted without an extension of this service agreement as this agreement includes the public portal for neighborhood crime data, MyNeighborhoodUpdate.net; however, there is an alternative site for the public at CrimeReports.com.

EVALUATION AND FOLLOW-UP

At the conclusion of the RFP process, the Department will return to City Council with project and funding recommendations and seek approval. Additionally, the Department can provide informational project updates as part of the monthly Public Safety, Finance and Strategic Services committee meeting as needed.

POLICY ALTERNATIVES

Alternative #1: Do not approve contract extension and terminate agreement.

Pros: Realize a cost savings.

Cons: Lose access to CAD data

Reason for not recommending: This alternative is not practical as this service is a valuable research tool that many in the Department rely upon in order to evaluate crime trends and conduct investigations.

Alternative #2: Do not approve contract extension and conduct a limited scope RFP for CAD data mining services only.

Pros: Realize a timelier procurement.

Cons: Increase workload when second RFP is conducted

Reason for not recommending: This alternative is not practical as a limited scope RFP may result in a technology solution that cannot integrate with AFR/RMS, or may not be scalable to meet Department demands in the future. A broad scope RFP for all crime data analysis will allow proper due diligence in this expanding technology field.

Alternative #3: Do not approve contract extension and use funds for in-house staff to access CAD data.

Pros: None.

Cons: In-house staff does not have expertise

Reason for not recommending: This alternative is not practical. Department staff do not have expertise in SQL programming language. Even if the Department contracted with SQL programmers, it's possible that the cost to have programmers available 24/7 in order to respond to staff member's requests for data may not be cost efficient or timely.

PUBLIC OUTREACH

- Criterion 1:** Requires Council action on the use of public funds equal to \$1,000,000 or greater. **(Required: Website Posting)**
- Criterion 2:** Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. **(Required: E-mail and Website Posting)**
- Criterion 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. **(Required: E-mail, Website Posting, Community Meetings, Notice in appropriate newspapers)**

This memorandum does not meet any of these criteria; however, it will be posted on the City's website for the March 4, 2014, City Council Agenda.

COORDINATION

This memorandum has been coordinated with the City Attorney's Office and the City Manager's Budget Office.

COST SUMMARY/IMPLICATIONS

There is no funding impact with the approval of this memorandum as this service agreement is an ongoing, allocated item within the Police Department's Non-Personal/Equipment appropriation.

BUDGET REFERENCE

<u>Fund #</u>	<u>Appn #</u>	<u>Appropriation Name</u>	<u>Total Appropriation</u>	<u>2013-2014 Adopted Budget Page</u>	<u>Last Budget Action (Date, Ord. No.)</u>
001	0502	Police Non-Personal/Equipment	\$ 27,003,349	VIII-241	10/8/13 Ord. No. 29320

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CEQA

Not a Project, File No. PP10-066, Agreements and Contracts.

/s/
LARRY ESQUIVEL
Chief of Police

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For further questions, please contact Lisa Perez, Chief Administrative Officer at (408) 537-1624,
or Heidi York, Assistant Administrative Officer at (408) 537-1625.