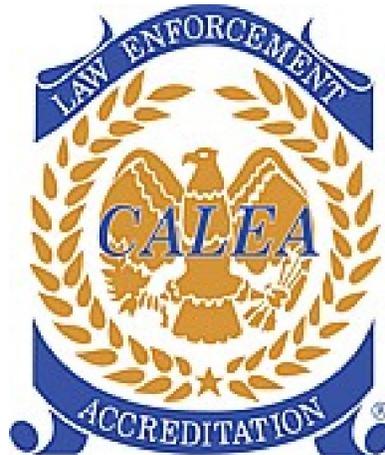




Oakland (CA) Housing Authority
Police Department
Assessment Report



2016

Oakland Housing Authority Police Department - California (US)
Assessment Report
November 2016

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A. Agency name, CEO and AM

Oakland Housing Authority Police Department
11880 25th Avenue
Oakland, CA 94601
(510) 535-3104

Carel J. Duplessis, Chief of Police
Sergeant Paul Malech, Accreditation Manager
(510) 535-3154

B. Dates of the On-Site Assessment:

November 14 – November 17, 2016

C. Assessment Team:

1. Team Leader: Daniel V. BORING
Chief of Police (Retired)
Culpeper, Virginia Police Department
60593 East Eagle Ridge Drive
Tucson, AZ 85739
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2. Team Member: David DISHONG
Commander
Nebraska State Patrol
P.O.BOX 94907
State House
Lincoln, Nebraska 68509-4907
dcdnsp1@aol.com

D. CALEA Program Manager and Type of On-site:

Mark Mosier – Regional Program Manager

Sixth Reaccreditation, B size agency – (34 Sworn Officers and 11 fulltime civilian employees)

5th edition, Advanced Accreditation

PowerDMS Software

E. Community and Agency Profile:

1. Community profile

Oakland, CA. was founded in 1852, is the eighth-largest city in the State of California, and is the county seat of Alameda County. Oakland is located in Northern California in the San Francisco Bay Area, the sixth most populous metropolitan area in the United States.

The Oakland Housing Authority (OHA) was established on April 28, 1938 to provide low-income residents of the City of Oakland with access to low-cost housing. Currently, the Authority owns or provides rental assistance for approximately 15,000 households. With a total operating budget of approximately \$560 Million, the agency is staffed with 360 employees, and comprised of six major divisions.

The OHA operates under the jurisdiction of a seven-member Board of Commissioners. All board positions are appointed by the Mayor of the City of Oakland, and approved by the City Council. At least two of the Board members appointed by the Mayor must be public housing residents. Through formal adoption of policy, they ensure that the Authority's purpose and accompanying responsibilities are carried out in an efficient and economical manner. The current Chairman of the Board of Commissioners is Greg Hartwig; the Oakland Housing Authority Executive Director is Eric Johnson.

2. Agency profile

Founded in 1972, the Oakland Housing Authority Police Department was originally titled the "Security and Safety Services Department (SSSD)". The Department had an authorized strength of nineteen (19) sworn employees, including the Director of Security, one (1) administrative assistant, three (3) sergeants, fifteen (15) officers, and three (3) dispatchers. This Department was created to supplement the efforts of the Oakland Police Department in combating criminal and narcotic activities occurring on and/or about Authority-owned/ controlled properties. In 1981, OHA officers obtained peace officer status under California Penal Code Section (830.31(d) PC), allowing OHAPD to better supplement the Oakland Police Department.

Currently, the Oakland Housing Authority Police Department (OHAPD) is a "B" size agency with forty-five paid positions. Thirty-four are designated as sworn positions. The agency employs eleven non-sworn staff who are assigned to departmental functions including communications, records, parking enforcement, the Customer Assistance Center, and fraud recovery. The agency does not provide full service policing to its population, and operates as a supplemental policing entity to the City of Oakland Police Department (OPD). The OPD is the primary law enforcement agency in the city, including at Authority-owned properties. The utilization of the Oakland Police Department's resources and other specialized equipment / units have allowed OHAPD to remain focused on

its mission to better serve the residents of the Oakland Housing Authorities many properties.

The agency is organized into three components: Office of the Chief, Administration, and Support, and Field Operations. Within these components are operational units commanded by an appropriate staff person. Chief Carel Duplessis oversees Budgeting, Planning, Communications and Records. Captain James Williams oversees the Administration and Support function. Lieutenant Jerold Coats oversees the Field Operations function. Sergeants supervise officers assigned to the patrol function. Their primary responsibility is to respond to citizen calls for service and all officers are expected to remain pro-active in their daily activities. Communication and records Manager Jackie Mesterhazy manages the Communication and Records component. In addition, the agency is committed to community oriented policing, and is actively involved in crime prevention and community programs. The agency operates its own communication center; however, all 911 requests are dispatched through OPD.

3. Demographics

The demographic composition of the service area and agency are represented in the following table:

	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Assessment Sworn Officers		Prior Assessment Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
White	125013	31	104032	35.6	13	44.8	0	0	12	44	0	0
Black	142400	36	102777	35.2	4	13.8	0	0	7	26	1	3.7
Hispanic	87467	22	57270	19.6	8	27.6	1	3.4	7	26	1	3.7
Other	46592	11	28075	9.6	4	13.8	0	0	1	4	0	0
Total	401472	100	292154	100	29	100	1	3.4	27	100	7.4	7.4

- Available workforce is City of Oakland Residents

The OHAPD has budgeted for thirty-four sworn and eleven non-sworn positions; actual numbers are twenty-nine (29) sworn and eleven (11) non-sworn positions. The current census report (2010) shows that the available work force for the OHAPD is 292,145, with a total service population of 401,472. The actual workforce for OHAPD is 96.6% male and 3.4% female. This is compared to a prior assessment actual workforce of 92.6% male and 7.4% female. The agency does not reflect its service population and available workforce as it relates to females and African-Americans.

Chief Duplessis advised assessors that the need to maintain a workforce that reflects the community it serves is critical, and that the OHAPD will seek to employ only the most qualified candidates. A recruitment plan is currently in place which has provisions

for the targeting of female and minority applicants. The assessor team noted that the agency is actively recruiting young residents from within its client community for Explorer / Cadet positions, which in turn may lead to paid employment as a Police Service Aide. The agency is currently sponsoring one female PSA through the recruit academy to become a sworn officer and is anticipating doing the same for an Asian female PSA in the near future.

4. Future issues

POLICE LEGITIMACY - Like all police departments, OHAPD strives to ensure its legitimacy with their client community, believing that a higher standard of transparency and accountability is expected from police agencies today. The OHAPD is meeting this challenge through its meetings with community members, as well as the OHA Resident Advisory Board (RAD), sponsoring youth activities and interacting with other law enforcement officers. The agency recently implemented a program of greater transparency by issuing body-worn cameras to all OHAPD employees.

HUD FUNDING - Funding has been a common issue effecting OHAPD and its service environment. Housing Authorities receive no additional funding from the United States Department of Housing and Urban Development (HUD) to operate police agencies. HUD has determined that if housing authorities wish to maintain police departments they are required to locate funds from within their current operation to finance them. This requires decreasing the funding which would otherwise go to the maintenance or the management of Authority properties. With no assurance of a dependable stream of federal funding for public housing, the OHA may have to seek alternative solutions for providing public housing; which in-turn will affect the operation and structure of OHA Police Department.

CITY OF OAKLAND POLICE DEPARTMENT - The City of Oakland Police Department (OPD) continues to struggle to maintain an adequate staffing level. OPD's reduction in staffing has increase OHAPD's overall workload, specifically the transferring of 911 calls. It is difficult for OHAPD members to remain proactive, while being subject to higher levels of calls for service. The agency believes that its proactive policing focus is one of the primary reasons crime has remained at such a low level on and around federally assisted properties. Thus far in 2016 calls for service are up 9% over the same period last year, while self-initiated officer activity is down 19% from last year. This continued shift will ultimately change OHAPD's overall patrol strategy.

RE-ENTRY – Alameda County is experiencing a high rate of ex-offenders returning to the community. Many of these persons return to federally assisted housing when seeking temporary or permanent shelter. The agency's goal is to prevent recidivism and deter negative behavior by establishing and maintaining viable relationships with the individuals re-entering client neighborhoods. The agency believes that continued training regarding the social issues facing the ex-

offenders and collaboration with the local offices of re-entry will assist them in serving this unique population.

CEO Biography

Chief Carel Duplessis began his law enforcement career with the Contra Costa County Sheriff's Department in 1990, and transferred to the Oakland Housing Authority Police Department in 1991. In 1993, he was promoted to the rank of sergeant and was appointed as the Administrative Sergeant to the Chief of Police. In this capacity he served as the Accreditation Manager and oversaw the agency's initial accreditation in 1999. In 2000, he was promoted to the rank of lieutenant and was named Chief of Police in 2002. Chief Duplessis has attended Columbia College, as well as many Executive Development courses. In 2004, he was recognized by the Oakland Housing Authority and received its highest award. Chief Duplessis has served as a CALEA assessor, as well as team leader since 2002.

F. Public Information Activities:

Public notice and input are the cornerstones of democracy and CALEA accreditation. This section reports on the community's opportunity to comment on their law enforcement agency and to bring matters to the attention of the Commission that otherwise may be overlooked.

a. Public Information Session

The agency's public information session was held at 6:30PM on Tuesday, November 15, 2016, in the Board of Commissioners Meeting Room at the Oakland Housing Authority Headquarters at 1619 Harrison Street, Oakland, California. The session was advertised within the community through paid advertisements in the *East Bay Times* and the *Oakland Tribune*, the OHA webpage, and press releases. Two citizens attended, but no one spoke at this meeting.

b. Telephone Contacts

The agency's public call-in period was from 1:00PM until 3:00PM on Tuesday, November 15, 2016. One telephone call was received from Lieutenant Alan Love, the Accreditation Manager for the East Bay Regional Park Authority Police Department. Lieutenant Love expressed support for the agency and commended them for working closely with his Department regarding CALEA issues.

c. Correspondence

One letter of support was received regarding the Oakland Housing Authority Police Department's on-site assessment visit. That letter came from Chief Timothy Anderson, East Bay Regional Park District Police, who commended the leadership shown by Chief Duplessis and the professionalism and cooperative spirit shown by OHA Police Department's officers.

d. Media Interest

There was no media interest in the on-site assessment visit from area TV, radio or newspapers.

e. Public Information Material

The agency had a multi-faceted public information plan that included news releases to several print news outlets, mailings to area law enforcement agencies, letters to community leaders and to the OHA Resident Advisory Board, and roll-call presentations to employees.

f. Community Outreach Contacts

In addition to each member of the agency's command staff and numerous employees of the Police Department, the assessor team conducted sixteen (16) community-outreach interviews that included:

- Chairman Greg Hartwig – Board of Commissioners - Oakland Housing Authority.
- Mr. Jim Diamond – Goldman, Lipman, and Fab – Attorney for the Oakland Housing Authority.
- Mr. Bill Tingle – Assistant District Attorney – Alameda County, CA
- Mr. Eric Johnson – Executive Director - Oakland Housing Authority.
- Ms. Patricia Wells – Deputy Executive Director – Oakland Housing Authority
- Ms. Flo Lewis – Director – OHA Department of Human Resources
- Ms. Tracey Stabler – Chief Financial Officer - OHA
- Special Agent Christopher Bailey – Acting Supervisor, Bureau of Alcohol, Tobacco, and Firearms
- Captain Ersie Joyner – City of Oakland Police Department
- Sergeant Michael Morse – City of Oakland Police Department – Property Section Manager
- Waliana Dieu – Criminalist - Narcotics Crime Lab - OPD
- Ms. Betty Lou Wright – Resident Advisory Board - OHA
- Officer Mathew Carroll – President, OHA Police Officers Association
- Mr. Terry McCully – Information Technology Director - OHA
- Mr. Tony Bettini – I. T. Network Administrator - OHA
- Reserve Officer Bernie Huang – Oakland Housing Authority Police

The interview questions and discussions focused on the agency's responsiveness to complaints, its reputation within the community for honesty and integrity, and the level of service being provided to the community. Questions were also asked regarding use of force issues, significant lawsuits, civil rights concerns, consent decrees and any allegations or investigations

linked to agency mismanagement or corruption. Contacts were also asked about significant issues facing the agency and its client community, and if he/she would recommend the Oakland Housing Authority Police Department for continued accreditation. In addition, several of these individuals were asked about the ways in which the agency and the Oakland Housing Authority utilized their accreditation status for the benefit of their clients.

All responses were positive with most responders noting the significant efforts the agency is making in community outreach, its robust crime prevention programs and its very positive youth interaction initiatives. Other favorable attributes cited included the agency's high level of cooperation with other law enforcement agencies and its cooperation with other CALEA affiliated departments. Several favorable comments were made regarding the leadership provided by Chief Duplesis and the openness and approachability of the members of the agency's staff.

No negative comments were received and no significant lawsuits, civil rights issues, or other problem areas were identified during this on-site. There was no follow-up action required of the assessor team because of these interviews or the information presented during either the telephone call-in or the public information session. Additionally, no information was received that would indicate a lack of agency compliance with either its own written policies and procedures or with applicable CALEA standards.

G. Essential Services

Law Enforcement Role, Responsibilities, and Relationships and Organization, Management, and Administration. (Chapters 1-17)

The agency's directives also set forth the Department's organizational values and key principles and require that all employees subscribe to a Code of Ethics. The agency utilizes the Law Enforcement Officer's Code of Ethics for sworn personnel and a similar Code of Ethics for non-sworn, law enforcement professionals. The assessor team reviewed several documents showing that newly sworn officers were given the oath of office as well as other documents showing employees affirming the Code of Ethics. Agency directives require that training in ethics be conducted bi-annually for all agency personnel. The assessor team reviewed the Department's 2015-2016 training roster showing that all personnel received this training.

The Oakland Housing Authority Police Department (OHAPD) has written directives outlining the responsibilities of their officers regarding the rights of persons from foreign nations that are arrested or detained, including Consular notification and telephone numbers for contacting the United States Department of State and the Department of Justice are provided. However, the agency reports that no events occurred during this accreditation cycle requiring such contact.

The Oakland Housing Authority Police Department derives its authority from several sections of the California Penal Code, including section 830.31(D) which permits peace officers to carry firearms. Agency written directives set forth use of force policies and procedures and the specific terms and conditions that apply to OHAPD personnel. Additional directives require agency personnel to comply with applicable constitutional requirements that govern interviews, interrogations and the right to counsel. The assessor team reviewed several reports that demonstrated agency compliance with these directives, including advice of rights and Miranda warnings and ensuring access to legal counsel. OHAPD directives provide personnel with specific procedures to be followed in situations calling for a search and/or seizure, including plain view, consent, vehicle, exigent circumstances, etc. Agency documents demonstrated compliance with these directives by agency personnel in various situations, including the recovery of drugs during a vehicle search, possession of narcotics without a prescription, and items recovered during a probation compliance check.

The agency follows the California Penal Code which sets forth specific procedures for documenting any arrest, including the requirements for reporting, fingerprinting and photographing. Section 827.1 also sets forth the circumstances when a citation is to be issued in lieu of a physical arrest. Agency general orders further explain the options available to officers regarding various alternatives to arrest. The assessor team reviewed several reports documenting compliance with these directives, including releasing individuals on a summons in lieu of a physical arrest, and the issuance of citations or warnings for various minor offenses.

Use of Force

Use of Force

	2013	2014	2015
Firearm	0	1	0
ECW	2	1	1
Baton	0	0	0
OC	0	0	0
Weaponless	3	4	4
Total Uses of Force	5	6	5
Total Use of Force Arrests	5	5	5
Complaints	1	1	1
Total Agency Custodial Arrests	355	470	439

OHAPD policy states that officers “shall use only that force which is reasonably necessary...to effectively bring an incident under control and accomplish lawful objectives”. Reasonableness of the use of force shall be determined from the perspective of a reasonable officer on the scene at the time of the incident. The agency follows a use of force continuum matrix, with lethal force to be used only as a means of defending oneself or others from imminent danger of death or serious injury or when necessary to apprehend a person committing a violent felony involving the threatened

use of lethal force which creates the risk of death or serious injury. The agency reports only one incident in which deadly force was used during the accreditation cycle and upon further review, that occurrence was found to be outside of agency policy. Agency policy prohibits the use of warning shots and reports that there were no violations of that policy during this accreditation cycle.

The OHAPD has authorized the use of several less lethal weapons as a part of their use of force continuum, to include chemical agents, expandable or side handle batons, electronic control devices, extended range impact weapons, and carotid holds. Agency policy permits the use of these weapons only in the event of active resistance and are not to be otherwise displayed or brandished. Only officers trained in the use of such weapons are permitted to use them and they must undergo annual retraining and certification. Agency personnel are required to summons medical assistance if the use of such weapons results in injury or the complaint of injury. The assessor team viewed numerous documents verifying compliance with agency training requirements; include use of force policy training. Additional documentation included reports verifying the provision of medical assistance. The agency requires that written reports be completed whenever force is applied, including the use of physical strength. Use of force reports are forwarded to the Chief of Police by the watch commander. Such reports may then be investigated by the Internal Affairs Unit and/or forwarded to an Incident Review Board. The Board then submits a report to the Chief of Police within five days and the Chief may approve or disapprove the findings of the Board. Agency written policy requires that any employee, following a use of force or other action that results in serious injury or death, be placed on paid administrative leave pending a review of the incident. The agency reports that no such event occurred during this accreditation cycle.

The assessor team reviewed numerous documents demonstrating compliance with the agency's weapons qualifications and safe storage policies, as well as with its procedures for inspection and approval of authorized weapons and ammunition. The agency conducts an annual analysis of its use of force activities, policies and procedures. Each of these documents was reviewed by the assessor team which showed that while the number of events was constant, the level of force use was trending lower.

The agency reports that they did not conduct either a strip search or a body cavity search during this accreditation cycle. However, agency written directives require compliance with the provisions of California Penal Code Section 4030 which sets forth the specific requirements to be followed during such searches, including the use of persons of the same gender, the use of trained medical personnel, and the requirement for documentation in the form of a written report.

Biased Based Profiling

Oakland Housing Authority Police Department directives state that "law enforcement activities which are the result of biased-based profiling are unacceptable and will not be tolerated". Biased-based profiling related training is provided to all sworn officers

annually as part of their legal update training, general order training, or other required training. All complaints of bias-based profiling are required to be forwarded to the Chief of Police along with the findings, suggestions for disciplinary action and recommendations for changes in policy, training, or tactics. The agency requires that an annual statistical summary be made of all bias-based complaints, to include the findings in each case. The statistical summary is used in an annual administrative review of these complaints and is included in the annual summary of internal investigations. The agency reports that only one complaint was filed during this assessment cycle and it was found to be “not sustained” and thus no corrective action was taken. The assessor team reviewed training outlines and attendance rosters showing that annual training was completed for each year of this accreditation cycle.

Biased Based Profiling

Complaints from:	2013	2014	2015
Traffic Contacts	0	0	1
Field Contacts	0	0	0
Asset Forfeiture	N/A	N/A	N/A

It is noted that the Oakland Housing Authority Police Department tracks traffic stop data to include gender, race, ethnicity and residency as a part of its profile stop data reporting system.

Traffic Warnings and Citations

2013	Traffic Warnings and Citations		
Race	Warnings	Citations	Total
Caucasian	79	10	89
African-American	1264	126	1390
Hispanic	198	15	213
Asian	43	4	47
American Indian	12	0	12
OTHER	24	4	28
TOTAL	1620	159	1779

2014	Traffic Warnings and Citations		
Race	Warnings	Citations	Total
Caucasian	123	23	146
African-American	2221	308	2529
Hispanic	375	71	446
Asian	122	12	134
American Indian	5	0	5
OTHER	22	4	26
TOTAL	2868	418	3286

2015 Race	Traffic Warnings and Citations		Total
	Warnings	Citations	
Caucasian	136	26	162
African-American	2257	279	2536
Hispanic	372	87	459
Asian	123	22	145
American Indian	9	1	10
OTHER	26	3	9
TOTAL	2923	418	3321

The Oakland Housing Authority Police Department has concurrent jurisdiction with the Oakland Police Department (OPD). The OPD has primary policing responsibility and the OHAPD provides supplemental assistance. The jurisdiction of the OHAPD is the property owned, leased, or operated by the Oakland Housing Authority, which includes seven residential developments, five senior citizen developments and 11,500 privately owned (OHA subsidized, Section 8) homes and apartments. The agency maintains a site location map in the line-up and communications rooms. A Memorandum of Understanding between OPD and OHAPD states that the primary responsibility for providing law enforcement services rests with OPD and that OHAPD may refer criminal complaints, investigations, and calls for service to OPD. OHAPD officers have access to OPD facilities, including Records, Communications, Crime Analysis, the Crime Lab, Investigations, and Property and Evidence based upon OPD priorities. OPD is responsible for reporting the Uniform Crime Report statistics to the federal government.

The Oakland Housing Authority Police Department has written contracts for the provision of law enforcement services with the Chestnut Linden Associates and the Mandella Gateway Associates housing complexes. The contracts explain the scope of work, the assignment of personnel, and the duties and services to be provided. They also set forth the financial terms, the records to be maintained, the use of equipment and provisions for amendments, revision and renewal. The provisions of the contracts also make clear that it is a fee for general police services and not for any specific member or members of the agency. All personnel are subject to these assignments.

The Oakland Housing Authority's Information Technology (IT) Department is tasked with planning for and managing all agency computer equipment to include the development and maintenance of security procedures, setting user guidelines, and investigating security violations. IT Department rules prohibit the introduction of either hardware or software into any computer system without their approval and are required to conduct an annual audit of passwords, access codes, and equipment components to ensure that security requirements are complied with. The assessor team interviewed both the OHA IT Director and the OHA network engineer regarding system back-up

protocols and security measures, as well as possible future technology matters such as expanding the camera surveillance system and using automated license plate readers.

The agency has a multiyear plan for the period of 2012 through 2017. The plan includes long term goals and objectives, a workload assessment, as well as crime and population trends. It also projects personnel levels, and capital expenditures. The plan is updated as necessary. The agency's goals and objectives are established for each major component, are reviewed and updated each year, and are distributed to employees throughout the Department. The agency's goals for 2016 focus primarily on (a) various forms of tenant and property enforcement activities, (b) recovery of funds through restitution and repayments, and (c) increased Section 8 lease violation enforcement. The Communications Unit's goals are to focus on additional training for its personnel and to work toward CALEA accreditation. Each unit provides a monthly report that measures its current progress in completing its annual goals.

The Department's written directives set forth the budget process to include input from all agency components along with cost estimates and written justifications. Requisitioning and purchasing procedures, including small item purchases, selection of vendors, and emergency purchase and fund transfer procedures are set forth in the written directives provided by OHA's Department of Finance. The agency maintains an electronic version of its annual operating budget which shows the initial appropriation for each account, along with expenditures, encumbrances, and the current fund balance in real time. The OHAPD maintains several cash accounts to include petty cash, an asset forfeiture fund, confidential informant fund, an investigation recovery fund, and a towed or stored vehicle fund. The assessor team did a quick audit of the agency's petty cash fund and found it to be in order. Agency directives set forth procedures for cash receipt and disbursement, records, receipts and documentation requirements, identifying individuals and positions responsible for accounting for each fund, and periodic reporting requirements. Both HUD regulations and Authority's Board of Commissioners require an annual audit by a team of independent auditors.

Personnel Structure and Personnel Process (Chapters 21-35)

The Oakland Housing Authority's Human Resources Department publishes an employee manual that provides for job groupings based upon similar duties, responsibilities and qualifications. The manual provides for compensation levels based upon these classes and provides for reclassification as appropriate. The Director of the Human Resources Department is responsible for maintaining salary schedules and for establishing new salary schedules as required. The Chief of Police works with the Human Resources Department to that the agency's authorized positions are appropriately classified and compensated. The agency maintains current job descriptions for each position within the Department as a part of its PowerDMS software program. All employees have access to the job descriptions. In addition, the agency publishes an annual personnel distribution report which lists all the positions with in the Police Department as well as whether the position is filled or vacant.

Agencies written directives, as well as material published by the OHA's Human Resources Department describe the salary schedule for all OHAPD personnel to include entry level salary, step increases, overtime, and pay for specialized skills or assignments. The agency's benefit program includes several categories of leave to include paid holidays, sick leave, vacation leave, Family Medical Leave Act, and several administrative leave categories such as for jury duty or military leave. Other employer provided benefits include health insurance, liability insurance, a retirement program and disability and death benefits, as well as tuition reimbursement. In addition, the agency has both an Employee Assistance Program and a Peer Support and Critical Stress Management Program. The agency's written directives describe the programs in detail, to include the selection process, duties, and how and when team members are to be activated. To protect the confidentiality of the program, no notes or documentation are maintained by participants. The agency reports that there were no events during this accreditation cycle that required the activation of this program.

Agency written directives require that all employees respond to requests to view their personnel identification cards and to provide their name and identification number when requested to do so. The agency reports that while there were no documented requests to view an employee's identification during this accreditation cycle, there were several requests for staff to provide their name and identification, all of which were honored. The OHAPD's written directives include steps to be taken if an employee is called to active military service for a period exceeding one hundred and eighty days. These directives call for the Chief of Police or his designee to act as the point of contact for the officer to ensure that all open cases are handled in an appropriate manner and that all property and equipment is accounted for. The plan requires a review of the employee assistance program with the employee and their family. It also requires that all mandatory training and weapons qualifications are completed and documented upon the employee's return to duty. The agency reports that Department of Human Resources has designated an individual to serve as their representative to the Police Department for these matters. The Department also states that during this accreditation cycle, they had one employee deploy for a period of approximately one year and that Chief Duplessis served as the agency's point of contact.

Both agency directives and California law specify a variety of restrictions regarding the off-duty employment of agency personnel. Off-duty employment must be approved by the Chief of Police, with requests for such employment submitted on an agency provided form. The agency reports that they had one request for outside employment in 2014, which was approved, and no requests for outside employment in either 2015 or 2016. The agency does not permit extra-duty employment.

Grievances

The agency's written directives define the term "grievance" and set forth several issues that could result in a cause for complaint by an employee. Any employee or group of employees has the right to have representation during the grievance process. A period of fifteen days is set for providing a written statement of the grievance, except in cases of dismissal, when the period is ten days. The immediate supervisor then has fifteen

days to respond and if the matter is not resolved, it can go through the Department Director, the OHA Executive Director, and ultimately to the Board of Commissioners if the matter involves termination of employment. The agency reports that one grievance was filed during this accreditation cycle.

Formal Grievances

Grievances	2013	2014	2015
Number	1	0	0

Agency written directives state that it is the responsibility of the Chief of Police to coordinate grievance procedures and to maintain control of all grievance records. The agency states that all grievance files are stored in a locked filing cabinet in the office of the Chief of Police. The agency’s Administrative Support Lieutenant is responsible for conducting an annual analysis of all grievances file, as well as related policies and practices. The agency includes an analysis of all disciplinary actions taken during the most recent three-year period as a part of this process. The assessor team reviewed each of the analysis documents for this accreditations cycle and was pleased to note that even though no grievances were filed, the analysis did result in a clarification of the agency’s definition of a motor vehicle pursuit and a good analysis of both internal and external complaints made against the agency, and a review of supervisory actions regarding discipline.

Disciplinary Action

Personnel Actions

	2013	2014	2015
Suspension	1	1	0
Demotion	0	0	0
Resign In Lieu of Termination	0	0	0
Termination	1	0	2
Other	4	5	2
Total	6	6	4
Commendations	22	105*	12

* Multiple unit awards that included each individual in the unit.

The agency’s written directives include a code of conduct, guidelines for employee dress and appearance, and a set of rules and regulations to guide employee actions. The OHAPD has several ways to recognize the exceptional performance of its employees including, awards for valor, merit, officer of the year, and commendations for attendance, safe driving, and fitness among others. OHAPD utilizes an awards committee to review all nominations for such awards.

Agency written directives state that it is OHA’s policy to maintain a professional work environment free of harassment and to provide procedures for reporting, investigating

and revolving complaints of harassment, sexual or otherwise. Employees are required to report harassment as soon as possible and provide several avenues for them to file a complaint. The agency offers specific training on sexual harassment issues and the assessor team reviewed attendance records and training certificates for participants in that training.

OHAPD utilizes a system of progressive discipline that includes both counseling and training as a function of discipline. Punitive discipline may include reprimands, reassignment, suspension, demotion, or termination of employment. Written reprimands may be issued by supervisory officers upon notification and approval of the Chief of Police. Discipline involving demotions, dismissals, or fines require the approval of the Executive Director. Appeals filed because of disciplinary action follow the agency's grievance procedures, although the agency notes that no appeals based on disciplinary action were filed during this accreditation cycle. OHAPD directives state that if an employee is dismissed because of misconduct, the dismissal documents must state the reason for the dismissal, the effective date, and a statement regarding any benefits that may be due. However, the agency reports that there were no dismissals for misconduct during this accreditation cycle. All of the agency's disciplinary records are maintained by OHA's Department of Human Resources.

Recruitment and Selection

The agency provides recruitment training to designated recruiters, including having a lesson plan that outlines career opportunities, salaries and benefits, and State Police Officer Standards and Training (POST) requirements. Additional training included EEOC and affirmative action requirements, as well as community demographics and culture. This enables several of their officers to participate in various recruitment activities such as making presentations at area recruit academies, conducting interviews with applicants, and working cooperatively with the Department of Human Resources.

The Oakland Housing Authority Police Department's recruitment plan states that its "goal is to create a law enforcement department that reflects the diversity of the population it is sworn to protect". The recruitment plan is reviewed and revised each year, with the current year's plan calling for targeting qualified minority and female candidates and filling the four vacant positions during calendar year 2016. The plan calls for expanding the recruitment area into the surrounding counties and to other recruit academies. The agency is also looking to fill vacancies in the reserve officer program.

The agency's recruitment sergeant is tasked with conducting an annual analysis of the recruitment plan and to make recommendations for its modification or improvement. During 2015, it was noted that nearly twenty-five percent of all sworn officer positions were probationary officers. A probationary officer mentoring program was then developed to assist these officers in becoming successful members of the department. In addition to the P.O.S.T. website, the agency posts its position announcements electronically through various recruitment websites such as Bright, Craigslist, Glass

Door, Linked, Simply Hired, and others. The agency then tracks the number of “hits” and applicants that it receives per website to determine its marketing strategy. The agency assigns a contact person to each applicant who maintains contact and monitors their progress throughout the selection process.

Agency written directives describe the selection process for both sworn and non-sworn positions. Depending upon the position being sought, selection criteria may include written examinations, interviews, computer voice stress analysis, a physical agility test, psychological evaluation, etc. Agency written directives also require that all elements of the selection process use only those qualifications that are determined to be job related in accordance with California POST Peace Officer Selection requirements and that they are administered and scored in a uniform manner. Agency position announcements describe the components of the selection process and the time frame in which they will likely be accomplished.

As a part of the selection process, the agency utilizes a Computerized Voice Stress Analysis examination and provides the applicants with the general background areas from which the questions will be drawn. All Computerized Voice Stress examinations are conducted by certified examiners using the patented computer products of the National Institution for Truth Verification. Agency written directives preclude the use of the Computerized Voice Stress Analysis examination from being the sole determinant regarding a candidate’s employment status. All applicants must successfully complete both a medical and a psychological exam before being offered employment in a sworn position. The records of those examinations are stored separately from the applicant’s personnel file. New employees must serve an eighteen-month probationary period prior to being appointed to permanent status. Lateral transfer officers must serve a twelve-month probationary period.

Sworn Officer Selection Activity in the Past Three Years

2013

Race/Sex	Applications Received	Applicants Hired	Percent Hired	Percent of workforce population
Caucasian/Male	N/A	1	50%	36%
Caucasian/Female	N/A	0	0%	Included above
African-American/Male	N/A	0	0%	35%
African-American/Female	N/A	0	0%	Included above
Hispanic/Male	N/A	0	0%	20%
Hispanic/Female	N/A	0	0%	Included above
Other	N/A	1	1%	9%
Total		2	1%	100%

2014

Race/Sex	Applications Received	Applicants Hired	Percent Hired	Percent of workforce population
Caucasian/Male	N/A	0	0%	36%
Caucasian/Female	N/A	0	1%	Included above
African-American/Male	N/A	0	1%	35%
African-American/Female	N/A	0	0%	Included above
Hispanic/Male	N/A	3	0%	20%
Hispanic/Female	N/A	1	0%	Included above
Other	N/A	1	0%	9%
Total		5	0%	100%

2015

Race/Sex	Applications Received	Applicants Hired	Percent Hired	Percent of workforce population
Caucasian/Male	N/A	1	54%	36%
Caucasian/Female	N/A	0	8%	Included above
African-American/Male	N/A	0	17%	35%
African-American/Female	N/A	0	0%	Included above
Hispanic/Male	N/A	0	0%	20%
Hispanic/Female	N/A	0	0%	Included above
Other	N/A	1	21%	9%
Total		2	100%	100%

Training

The agency utilizes a training committee composed of the Training Coordinator, a supervisor, and other employees, as assigned. The Committee is responsible for making recommendations regarding agency training matters and for assisting in developing and administering training programs. The Training Coordinator is selected by the Chief of Police and the coordinator selects the other committee members. The assessor team reviewed the agendas for several Training Committee meetings and noted that lesson plans, physical abilities testing, POST training requirements, training instructor positions and other topics were discussed.

The OHAPD hires officers who are attending a recruit training academy or who have already graduated from a recruit training academy. Newly hired officers are then

assigned to a field training program that consists of forty hours of orientation and six hundred and forty hours of training. The agency's field training program is based upon the California POST training curriculum. Officers interested in becoming a field training officer must review the selection criteria and then submit a memorandum of interest. Field Training Officers (FTO's) are directly supervised by the shift supervisor or by the commanding officer and must attend an FTO update course every three years. Trainees are evaluated daily, weekly and at the end of each training phase. All trainees participate in a rotation program during field training.

The agency provides officers with annual retraining that includes legal updates, revisions to departmental policy and procedures, civil liability issues, officer survival techniques, and other topics. The agency also provides roll-call training and specialized or advanced training, required courses in biased-based policing, accreditation, and use of force policies and procedures. The agency's Accreditation Manager has attended several CALEA training courses and is an active participant in the CALPAC accreditation classes. Specialized training is provided to officers assigned to specialized positions as designated by the agency. The OHAPD has a Special Entry and Apprehension Team that conducts regular specialized training such as for searches, room entry, and use of the "Throwbot".

All newly hired civilian employees receive an orientation class that covers the agency's rules and regulations, work schedules and pay periods, attendance, accreditation and other topics. The agency states that career development encompasses career counseling, in-service training and promotional path opportunities. Specialized training is provided to all supervisors assigned to conduct career counseling, with sergeants attending a Supervisory Leadership Institution course and lieutenants attending a command management course. The Oakland Housing Authority does provide college tuition reimbursement for its employees.

Promotion

The OHAPD's written directives state that all promotional process examinations shall be competitive and designed to determine the qualifications, fitness and abilities of applicants to perform the duties of the position for which the examination is being given. The Oakland Housing Authority's Human Resources Department Director has full authority for the administration of the promotional process, including preparing and administering testing materials, establishing and assisting with interviews, determining that applicants meet the minimum qualifications for the position, preparing announcements and notifying applicants of rejections and rights of appeal. The Chief of Police and the Lieutenant assist the HR Department Director in developing appropriate measuring instruments and participate in oral assessments and assessing performance evaluations and professional experience.

The agency uses a variety of instruments for promotional testing to include written tests, oral interviews, assessment centers, and credit for prior experience and past performance. To demonstrate that the material used to evaluate candidates for promotion are job related, the agency matches job description components to the

various elements of the promotional process. Applicants apply for lateral entry into any rank of sergeant or above must also complete the psychological, medical and polygraph examinations as well as a background investigation. The Chief of Police may promote from any position on the eligibility list, which is valid for one year unless it is abolished by the Chief. Once a promotional list expires or is abolished, all eligible candidates may reapply to be tested in the next testing process. All appeals are made to the Chief of Police; whose decision is final. All promotional testing materials are kept in a locked file cabinet in the Office of the Chief of Police. The agency notes that no promotional process was administered in the 2014 to 2016 time-period of the assessment cycle and thus there were no appeals or requests for document review. All newly promoted personnel must serve a six-month probationary period.

The OHAPD's written directives set forth the Department's performance evaluation system to include definitions of measurement categories, the frequency of required evaluations, rater's responsibilities, the training to be provided to raters, and the role of supervisor's in evaluating the ratings given by subordinates. Raters are required to meet with subordinates at least annually to review the performance evaluation, as well as the organization's key values and principles, to set future goals and to discuss career counseling options. Probationary personnel, including officers, are evaluated at least quarterly. The agency reports that the criteria used in its performance evaluation documents are closely associated with the major components of the OHAPD's job descriptions and job task analysis documents. All ratings in the outstanding or the unsatisfactory categories require explanation or comment by the rater. All evaluations are signed by the rater and the reviewing officer and a copy is provided to the employee. Appeals are initially forwarded to the rating officer's supervisor and if not satisfied, the employee may follow the grievance procedures outlined in the OHA's Employees Manual. Both the Police Department and the Human Resources shall retain copies of all performance evaluations indefinitely. The agency reports that there were no appeals of any performance evaluations during the accreditation cycle. Agency written directives provide that when possible, employees be notified in writing at least ninety days in advance of receipt of an unsatisfactory evaluation. The agency also reports that no such notice had to be given during this accreditation cycle.

Early Warning System

The OHAPD utilizes an electronic early intervention system that are created in their "IAPRO" software system that is monitored by the Administrative Lieutenant and then forwarded to the Chief of Police. Criteria for triggering an early intervention alert may include a combination of factors such as an officer-involved shooting, internal or external complaints, use of force events, pursuits, traffic crashes, or supervisory actions. Agency lieutenants and the Communications Supervisor are tasked with initiating discussions in the event of a referral. Intervention may include counseling, remedial training, referral to the OHA Employee Assistance Program or other action. Employee participation is voluntary but may be documented and referred to if further performance issues arise.

Law Enforcement Operations and Operations Support (Chapters 41-61)

The Oakland Housing Authority Police Department (OHAPD) performs its various law enforcement functions as an adjunct to the efforts of the City of Oakland, California Police Department (OPD) with which it shares jurisdiction on properties owned and managed by the Oakland Housing Authority (OHA). Due to limited personnel, sworn employees of the OHAPD provide coverage on OHA properties between the hours of 9:00 AM and 2:00 AM as those are the hours during which most calls for service from OHA residents are received. Between the hours of 2:00 AM and 9:00 AM the OPD responds to all calls for service on OHA properties, however, OHAPD command officers can be contacted by OPD at any hour should their assistance be needed.

Uniformed OHAPD officers are assigned to one of two ten-hour patrol shifts, and each shift is subdivided into two squads to provide coverage seven days a week. Under normal circumstances, shifts and squads rotate once each year, generally during the first week in July. Uniformed personnel are provided with all of the necessary clothing, firearms, and equipment, including soft body armor, required to safely and efficiently perform their duties, either through direct issue or through a paid uniform allowance. Both officers and vehicles are well equipped, to include mobile data computers and body-worn cameras. The agency has a canine trained in the detection of illegal narcotics.

Due to the rather unique mission of the OHAPD, very few traffic enforcement activities and initiatives are attempted. During the current accreditation award period, agency personnel made 8,386 traffic contacts, 7,411 of which were warnings.

Vehicle Pursuits

Vehicle Pursuits

PURSUIITS	2013	2014	2015
Total Pursuits	4	0	0
Terminated by agency	1	0	0
Policy Compliant	0	0	0
Policy Non-compliant	4	0	0
Accidents	2	0	0
Injuries: Officer	0	0	0
: Suspects	0	0	0
: Third Party	0	0	0
Reason Initiated:		0	0
Traffic offense	2	0	0
Felony	2	0	0
Misdemeanor	0	0	0

The agency's pursuit policy limits the pursuit of motor vehicles to those whose occupants are suspected of committing serious felony offenses and crimes committed

on OHA owned or controlled properties. The agency's pursuit experience is quite low. During the current accreditation award period agency personnel engaged in four pursuits, all in 2013 and all of which were policy non-compliant. Two of those pursuits were non-compliant because the initiating officers pursued vehicles for offenses not allowed by policy, one officer failed to promptly report being in pursuit, and one pursuit was not ended by a supervisor when sight of the fleeing vehicle was lost as policy requires. All four offending officers were appropriately disciplined through counseling and routine supervisory guidance and all sworn agency personnel received refresher training on the agency's pursuit policy and the Chief's expectations. Thus, in 2014 the agency's pursuit experience was reduced from four to zero, where it remained throughout 2015.

Crime Statistics and Calls for Service

The agency reports that calls for service have been increasing over this three-year accreditation cycle. In 2015, the Oakland Housing Authority Police Department responded to just over 21,244 calls for service, up from 20,727 in 2014 and 15,971 in 2013.

PART I OFFENSES

Year End Crime Stats

	2013	2014	2015
Murder	90	79	83
Forcible Rape	177	210	202
Robbery	4,844	3,385	3,160
Aggravated Assault	2,536	2,699	2,724
Burglary	12,090	11,531	11,139
Larceny-Theft	6,226	6,060	6,014
Motor Vehicle Theft	7,875	7,481	7,530
Arson	116	142	152

Note: This data represents the entire City of Oakland. The City of Oakland Police Department is the agency with UCR reporting authority.

Following the Uniform Crime Reporting guidelines, the agency collects information on eight Part I criminal offenses (Murder; Rape; Robbery; Assault: firearm, knife, other; Simple Assault; Burglary; Larceny/Theft; and Motor Vehicle Theft) as they relate to crimes occurring on or effecting OHA owned or controlled properties. During the current accreditation award period, 2,347 such crimes were reported as occurring on OHA properties, which is a reduction of 1,562 reported incidents as compared to the last assessment cycle. While the OHAPD responds to most of the reports of crime, its primary role is to stabilize the crime scenes, identify witnesses, and conduct preliminary investigations, leaving full investigation to the OPD which is better equipped to do so.

The OHAPD maintains an investigative component; however its members focus most of their investigative efforts toward thwarting the ever-increasing incidence of fraud as it relates to the misappropriation of public funds intended to pay for public housing

assistance. In 2015 alone, the investigative unit recovered \$ 234,384 previously misappropriated dollars.

Crime Prevention and Community Policing

The OHAPD is committed to community policing and crime prevention activities. The Department actively engages their community to help reduce crime and make properties owned and controlled by the Oakland Housing Authority and the community at large safer by providing a variety of Crime Prevention programs and youth activities. In fact, that agency devotes about twenty percent (20%) of its total summer staffing time to these activities, to include;

- Lockwood Community Schools block party
- Winchester Mystery House
- Oakland A's baseball games
- Monterey Bay Aquarium
- Boomers Arcade and Entertainment Center
- Oakland's Redwood Park Hiking Trip
- San Francisco Exploratorium
- Jelly Belly Factory
- Alameda Bowling Trip
- Mt. Diablo Hiking Trip
- U.S.S. Hornet Tour
- Tilden Park Hiking Trip
- Point Reyes Hiking Trip
- Alcatraz Island Tour
- National Night Out
- West Oakland Back to School Block Party
- Jelly Belly Factory, Fairfield
- Lockwood Back to School Block Party
- Oakland Zoo Field Trips
- Mendocino Camping Trips

In addition, OHAPD staff teaches "Anti Bullying" to local school district children. These are just a few programs which keeps the department engaged with its community. The Holiday Toy Drive is the Department's largest event. In 2015 the Department successfully raised \$10,000 to help sponsor the event. The assessor team was particularly impressed with the agency's crime prevention vehicle that is equipped with two 42-inch flat screen TV with a Sony Play Station and XBOX. Children can play games while bonding with OHAPD officers.

Juvenile Operations

As noted above, the agency has a strong commitment to the safety and well-being of the children and youth who reside in an OHA owned or controlled property. During an informal conversation with the assessment team, Chief Duplessis mentioned that since

becoming Chief it has been a goal of his department to mentor a child (who resides in an OHA property) through their youth and adolescence to become an OHAPD officer. That goal may soon be realized when a young woman who began serving the OHAPD as a Police Explorer at age sixteen and is now employed by the Department as a Police Service Aide, becomes a sworn OHAPD officer.

Critical Incidents, Special Operations and Homeland Security

Because of its rather unique mission, and because it shares jurisdiction over OHA properties with the OPD which is a much larger agency, the OHAPD has a limited role in mitigating critical incidents and homeland security issues. As situations develop, the agency appoints a planning officer who is tasked with planning the agency response to critical incidents in support of those activities of the OPD which assumes the lead role mitigating those incidents. Agency personnel maintain liaison with the Northern California Regional Intelligence Center for the purpose of terrorism-related information sharing, and terrorism awareness information made available to the agency's service population in its web-site.

The agency defines "special events" as events of short duration that require the assigning of additional personnel to augment the regularly assigned staff. Examples include parades, concerts, sporting events, festivals, and demonstrations. Written plans are developed in advance of each special event and agency policy requires each plan to include sections describing the event itself, the agency's mission in response to the event, the execution, administration logistics of the plan, and command and control of agency personnel. During the current accreditation award period "Special Event Plans" were developed to guide the agency's actions while policing an athletic activity and a protest against the police.

The agency maintains a ten-person tactical team identified as the Special Entry and Apprehension (SEA) Team which is under the command of a lieutenant. Team members perform tactical functions as an adjunct to their regularly assigned duties. The main function of the SEA Team is serving high risk arrest and search warrants on properties owned and/or under the control of the Oakland Housing Authority. Because the OHAPD shares jurisdiction with the OPD, the OPD is tasked with providing tactical responses to spontaneously occurring events as it is better equipped to do so. Team members undergo a rigorous selection process which includes a 40-hour block of scenario based training. Once selected, SEA Team members attend a 40-hour basic training course, which is augmented by participating in 10 hours of in-service training each month. The SEA Team performs 25 missions per year, on average.

Internal Affairs and Complaints Against Employees

The agency conscientiously investigates all complaints made against the department and its employees. The Internal Affairs Unit, is responsible to coordinate the investigation of all allegations made and is also responsible to decide at which level of supervision allegations will be investigated. The Chief of Police is promptly advised in writing of all allegations received. Due to the small number of internal affairs complaints received, the unit investigates the lion's share of complaints received.

However, investigations can be assigned to other organizational components based on the nature of the allegations made, the anticipated scope of the investigation, the rank of the employee accused, and the status of the personnel involved. Agency policy requires allegations made against the Chief of Police, and command and management personnel to be investigated by an outside agency.

Complaints & Internal Affairs Investigations

External	2013	2014	2015
Citizen Complaint	5	5	5
Sustained	1	0	0
Not Sustained	3	1	4
Unfounded	1	1	0
Exonerated	0	3	1
Internal			
Directed complaint	4	2	3
Sustained	2	2	3
Not Sustained	2	0	0
Unfounded	0	0	0
Exonerated	0	0	0

Information relative to the procedures by which OHA residents can lodge complaints against the agency and its personnel is made available in printed form in the agency’s public lobby, and electronically on the agency’s web-site. Annual statistical summaries of the agency’s internal affairs experience is included in the agency’s Annual Report for public consumption and is also posted to the agencies web-site.

Detainee and Court Related Activities; Auxiliary and Technical Services (Chapters 70-84)

The agency’s communications function does not serve as a public service answering point; those duties are performed by the OPD with which the OHAPD shares jurisdiction on OHA properties. The agency does, however, maintain a communication center which processes 20,000 non-priority calls for service per year, on average, which is operational between the hours of 9:00 AM and 2:00 AM. Those hours of operation correspond to the hours worked by sworn personnel. When the communication center is closed, the agency telephones are transferred to a private answering service which screens the calls, and transfers priority calls to the OHA for immediate assignment and records relevant information about non-emergency calls so OHA personnel can follow-up the next business day. The communication function is staffed by eight Police Service Aides who also have other ancillary duties throughout the agency. For communication purposes, two Police Service Aides are assigned to the communication function on the day shift, and one is assigned to the night shift.

The communication center and its associated equipment are in a secure area in the lower level of the police facility. Access is limited to essential personnel through an electronic pass card system. The agency's radio system is fully interoperable with the system used by the OPD, and can receive requests for service via text messaging. A Computer Aided Dispatch program, complete with a global positioning feature, is utilized to record pertinent call data and to track the locations of on-duty police officers. In addition to their dispatching duties, Police Service Aides are responsible to monitor a vast array of closed circuit television systems, the cameras of which are trained on locations where crimes frequently occur.

Property and Evidence

Because of issues identified with the agency's property functions during the previous on-site visit, the assessor team paid close attention to OHAPD's current property and evidence procedures, to include site visits to the Oakland Police Department's property and laboratory facilities. The agency is in a relatively unique position in that it does not maintain any in-custody property collected by its employees. Through an agreement with the OPD, with which the agency shares jurisdiction over OHA owned and managed properties, any property coming into the possession of OHAPD employees is immediately turned over to either the in-custody property function or the forensics laboratory of the OPD for safekeeping and testing. Both the in-custody property function and the crime laboratory operated by the OPD are in the OPD headquarters, a fortress-like building located in downtown Oakland. The in-custody property function is housed in the basement of the building, and the crime laboratory is housed on an upper floor.

OHAPD personnel have access to the OPD headquarters facility around-the-clock for submitting in-custody property. All property other than drugs and narcotics is turned over to the in-custody property function, and all drugs and narcotics are submitted directly to the laboratory, which is accredited by the American Society of Crime Laboratory Directors. Secure, temporary facilities are provided for storage of in-custody property during periods when both facilities are closed. The OPD utilizes a paper-based records keeping system that is somewhat cumbersome, however it serves the purpose of assuring that the status of all OHAPD in-custody property is identifiable. The OPD is currently researching software/barcoding records-keeping solutions which will also benefit the OHAPD once its implemented. Inspections, inventories and audits of in-custody property are accomplished through the collaborative efforts of OPD and OHAPD personnel. With the cooperation of OPD personnel, semi-annual inspections are performed by an OHAPD sergeant to assure that the established property control procedures are being followed. Also in cooperation with OPD personnel, the OHAPD's Investigation Sergeant performs an annual audit of OHAPD's in-custody property at levels that meet or exceed the requirements of "*The Standards Manual of the Law Enforcement Agency Program, Appendix K*". During the current accreditation award period, the audits revealed that the OPD maintains OHAPD property correctly slightly more than 99% of the time.

H. Standards Issues Discussion:

This section provides specific information on standards found to be in compliance after on-site “adjustments” were made. Adjustments may include modifying agency policies and directives, creating documentation, and an alteration of the physical plant.

The agency had one standard as a standard issue.

41.3.8 If the agency employs in-car and/or body-worn cameras, a written directive includes:

“g.” requirements for documented review of camera captured data including frequency and quantity.

ISSUE: Upon reviewing its compliance with bullet (g) the assessor team determined that the agency did not have a specific requirement for a documented review of camera captured data.

AGENCY ACTION: The agency modified their written directive for body-worn cameras to include an annual documented supervisory review of five (5) body-worn camera recordings by each officer.

J. 20 Percent Standards:

CALEA agencies must be in compliance with at least 80% of applicable other than mandatory (O) standards. The agency is free to choose which standards it will meet based on their unique situation.

The agency was in compliance with 90% of the applicable other-than-mandatory (O) standards.

K. Future Performance / Review Issues

This section does not apply.

L. Table: Standards Summary:

	<u>TOTAL</u>
Mandatory (M) Compliance	<u>293</u>
Other-Than-Mandatory Compliance	<u>72</u>
Standards Issues	<u>1</u>
Waiver	<u>0</u>
(O) Elect 20%	<u>8</u>
Not Applicable	<u>111</u>
TOTAL	<u>484</u>

M. Summary:

The assessor team found the agency's staff to be well versed in the CALEA process and knowledgeable about the on-site visit and its associated activities. The agency's accreditation files were well organized and thoroughly documented. All issues identified during the previous on-site visit were determined to be compliant with CALEA standards. All annual reports were filed on time and all time sensitive standards had been completed in a timely manner.

The agency's most recent citizen satisfaction survey (2015) used a cross-section sampling of 358 respondents to measure customer satisfaction and agency performance. 89% of respondents indicated that OHAPD staff are professional in appearance and demeanor, 88% said that they were competent in the performance of their duties.

The assessor team noted that the agency received several very positive comments during interviews with community leaders, elected officials, and the heads of other agencies within the criminal justice system. One of the most positive issues noted was the community's solid community policing protocols and its involvement with the youth living on Housing Authority properties.

Overall, the assessor team was impressed by the knowledge and the enthusiasm for their respective assignments that was demonstrated by agency members involved in the numerous interviews and the various on-site activities. The agency embraces a strong community interaction philosophy and focuses its attention on partnerships with the community through a wide variety of neighborhood association, crime prevention activities, and other outreach programs, as well as the utilization of area specific enforcement activities where needed. The assessor team believes that the Oakland Housing Authority Police Department is an efficient and well managed law enforcement agency that provides a high level of service to its community and continues to be a positive model for the CALEA accreditation program.

Daniel V. Boring

Daniel V. Boring
Team Leader

November 23, 2016