INNOVATION ROADMAP: SAFE CITY STRATEGY STATUS REPORT

February 21, 2019

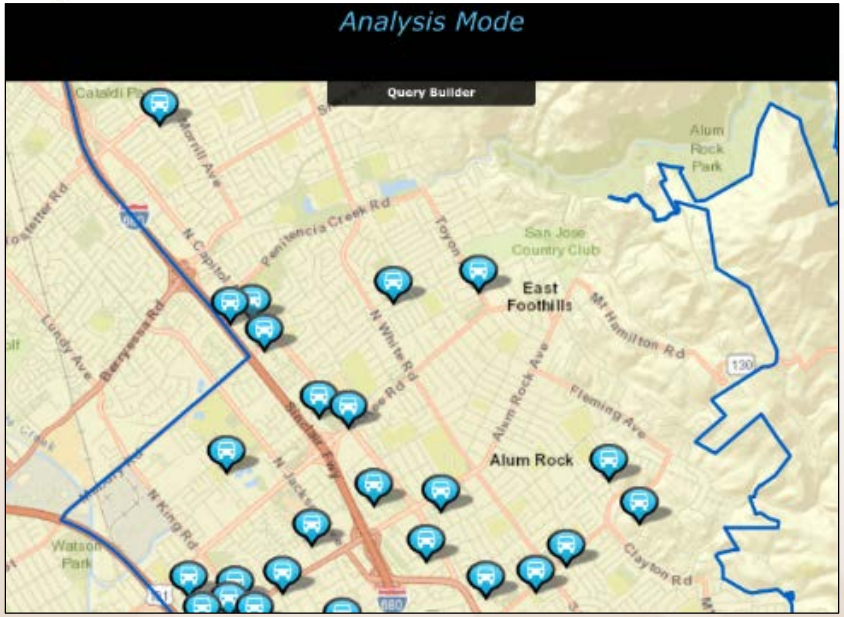
Item # (d)6

Agenda

1. Police Department – Data Analytics
2. Fire Department – Improving Response Times
3. Office of Emergency Management – Mass Notification
4. Safe City Strategy Fellowship

Omega CrimeView Dashboard

Police Department



formerly manual analyses

→ immediate & customizable

Captains provide data-driven responses

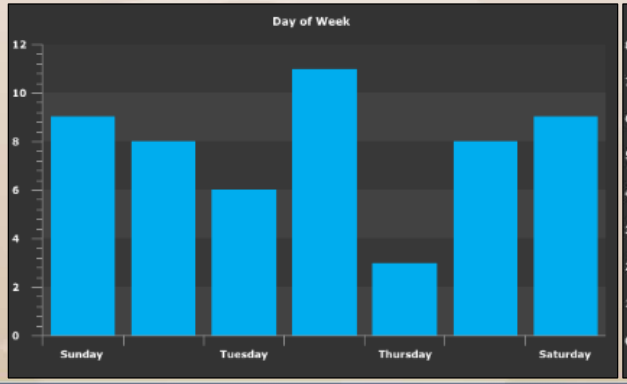
identify crime trends/upticks

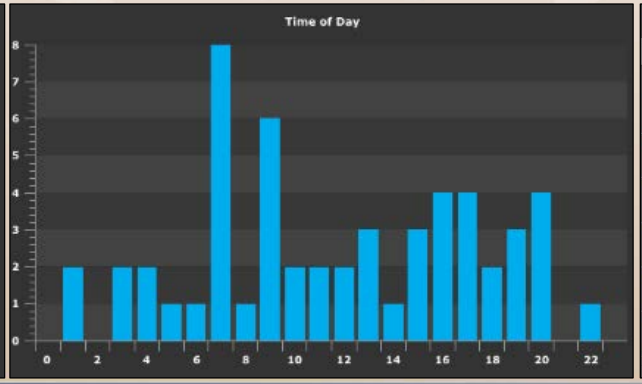
proactive patrol

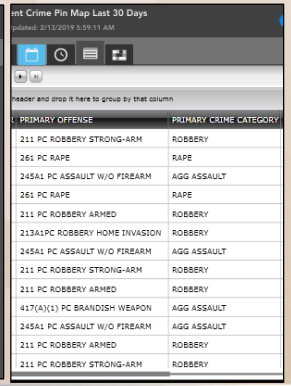
address the community

allocate resources to deter crime

analysts can be proactive:
identifying leads
helping detectives clear cases



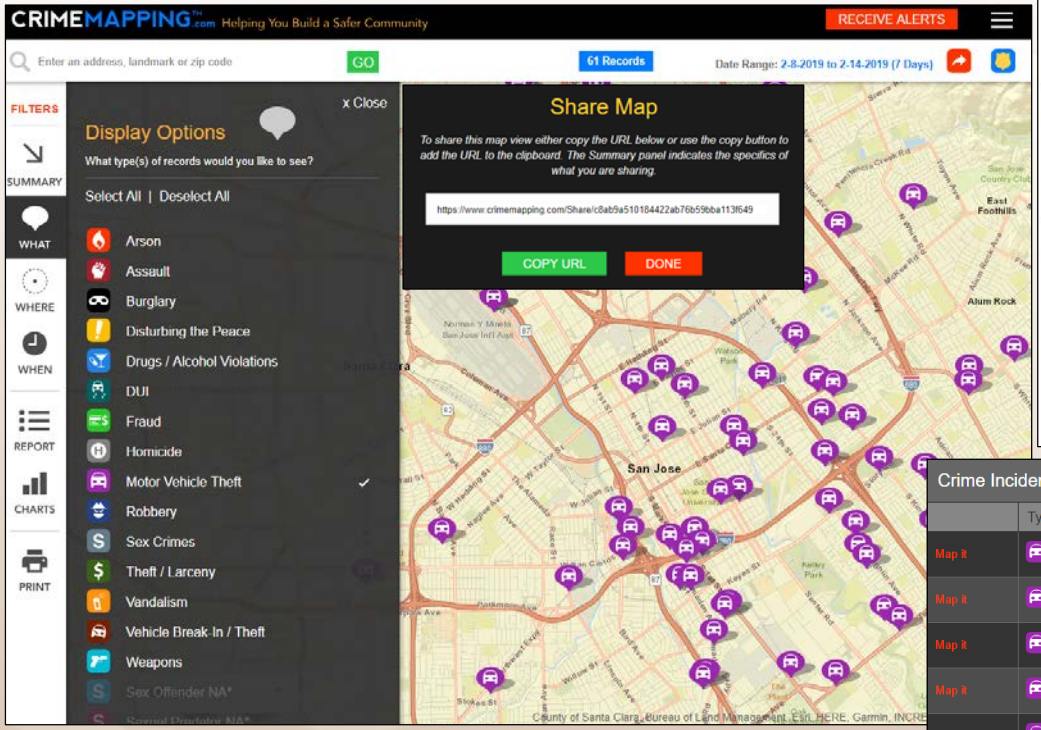


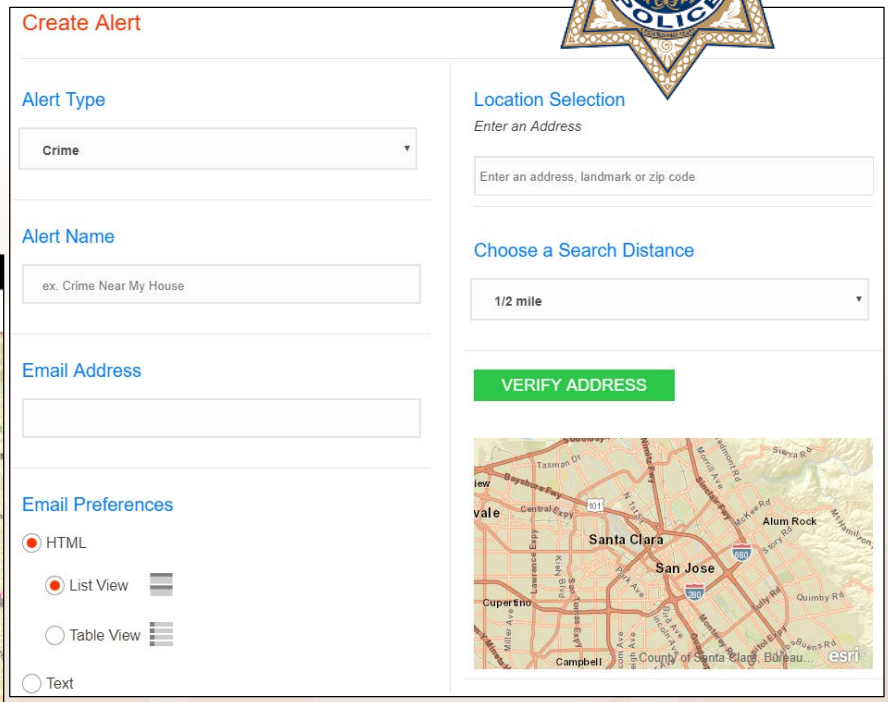


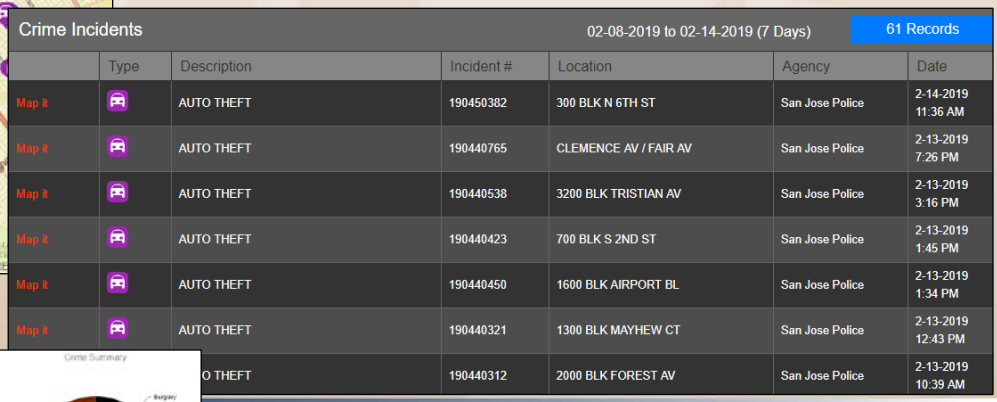
Crimemapping.com

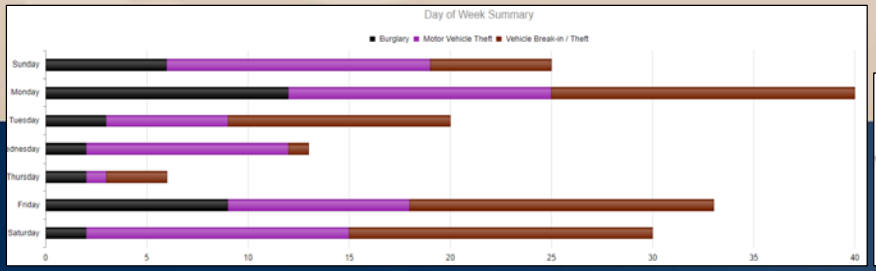
Police Department

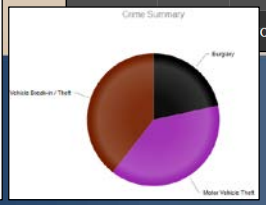
for the public:
similar data, customizable, analytics, sharing and alert features











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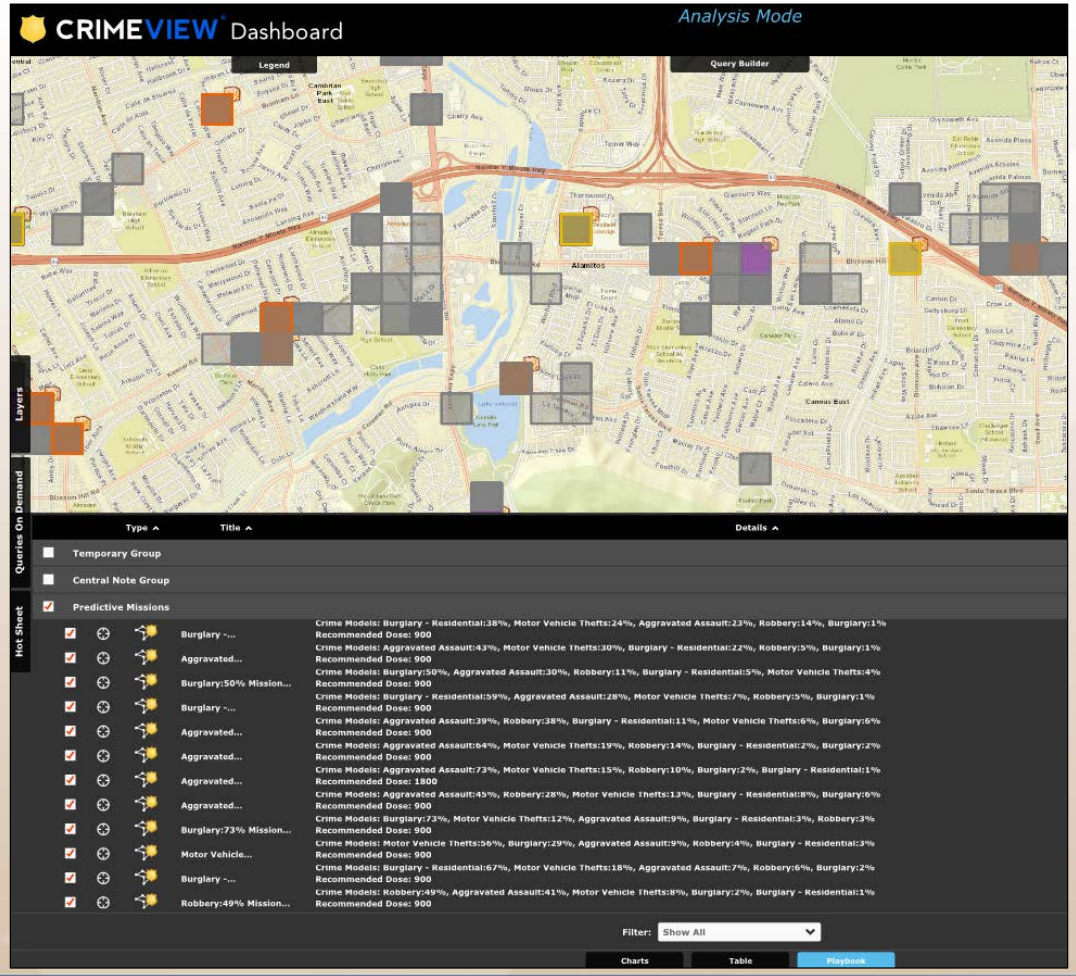
Predictive Missions

Police Department



no integrated GPS component solution –
cannot determine dosage/treatment
cannot audit for efficacy
cannot review for accountability
no exportable reports
user accessibility difficult

RFP in March 2019
for predictive policing component

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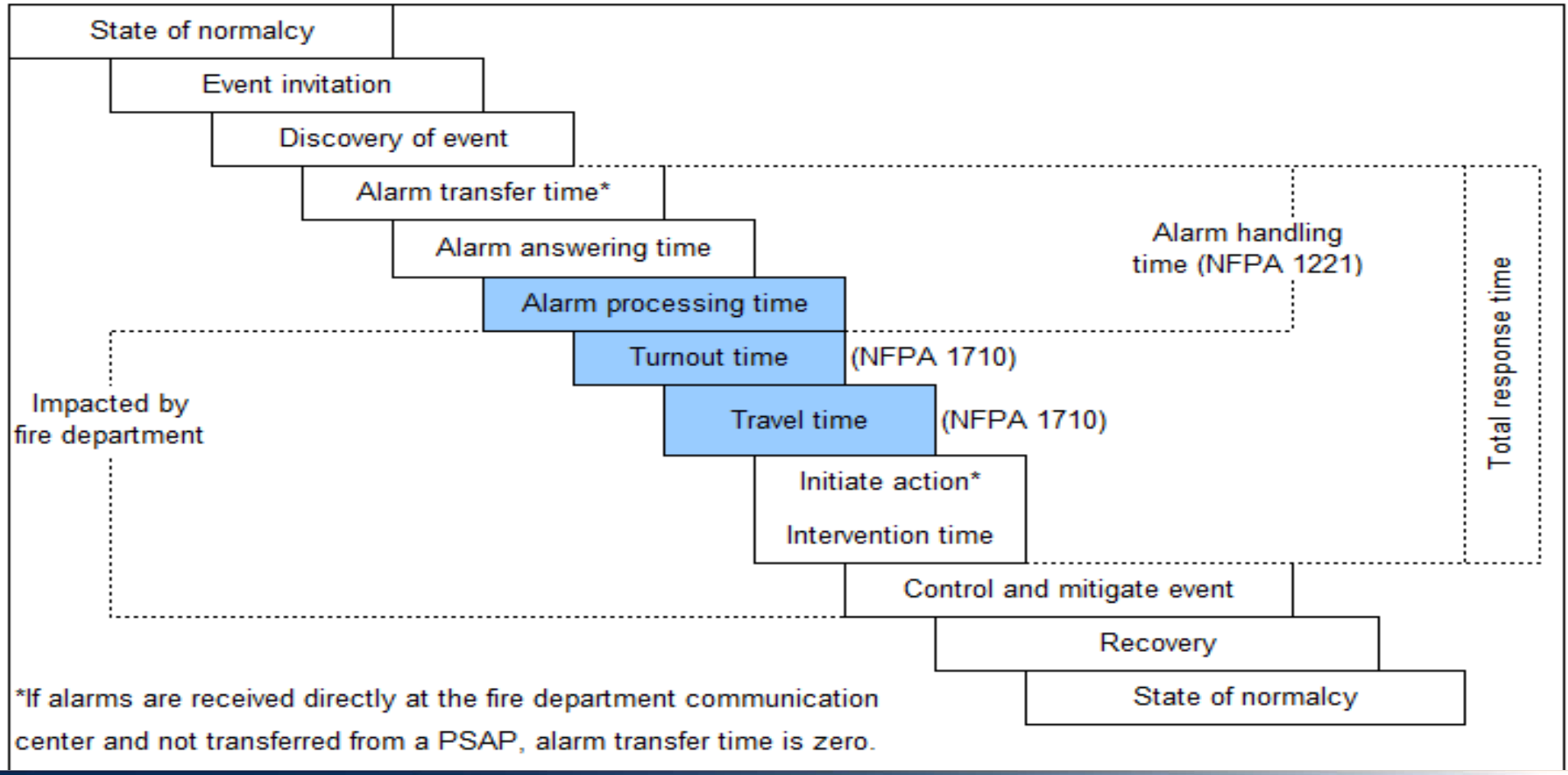
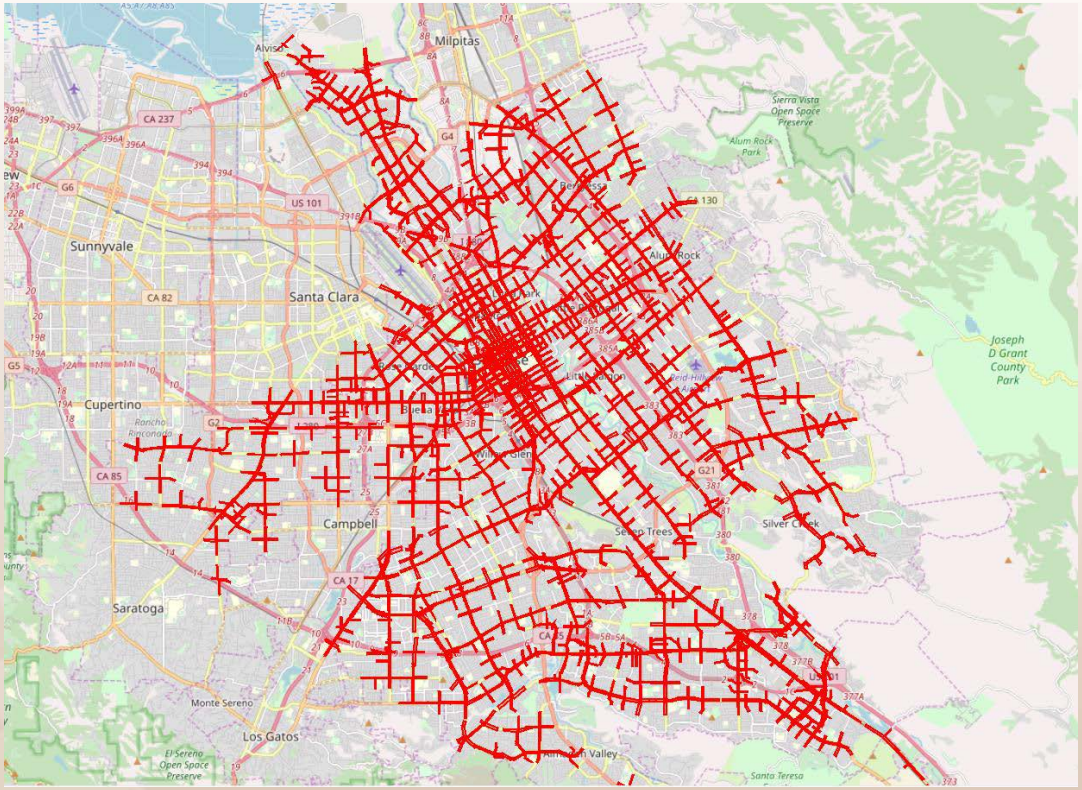
Improving Response Times

Fire Department



Central Emergency Vehicle Preemption (CEVP) - Fire Department



Project Timeline:

- Initiated project in FY 2016-2017 with one-time funding of $1.2 Million.
- CEVP pilot enabled on 41 selected intersections (Jul./Aug. 2018).
- Go Live – Began citywide deployment to production (Oct. 2018).
- Completed deployment for 935 of 956 City intersections.
  - 12 pending hardware replacement. March 2019
  - 8 not part of CEVP – no network connectivity.

Fire Station Alerting System

Fire Department

Project Timeline:

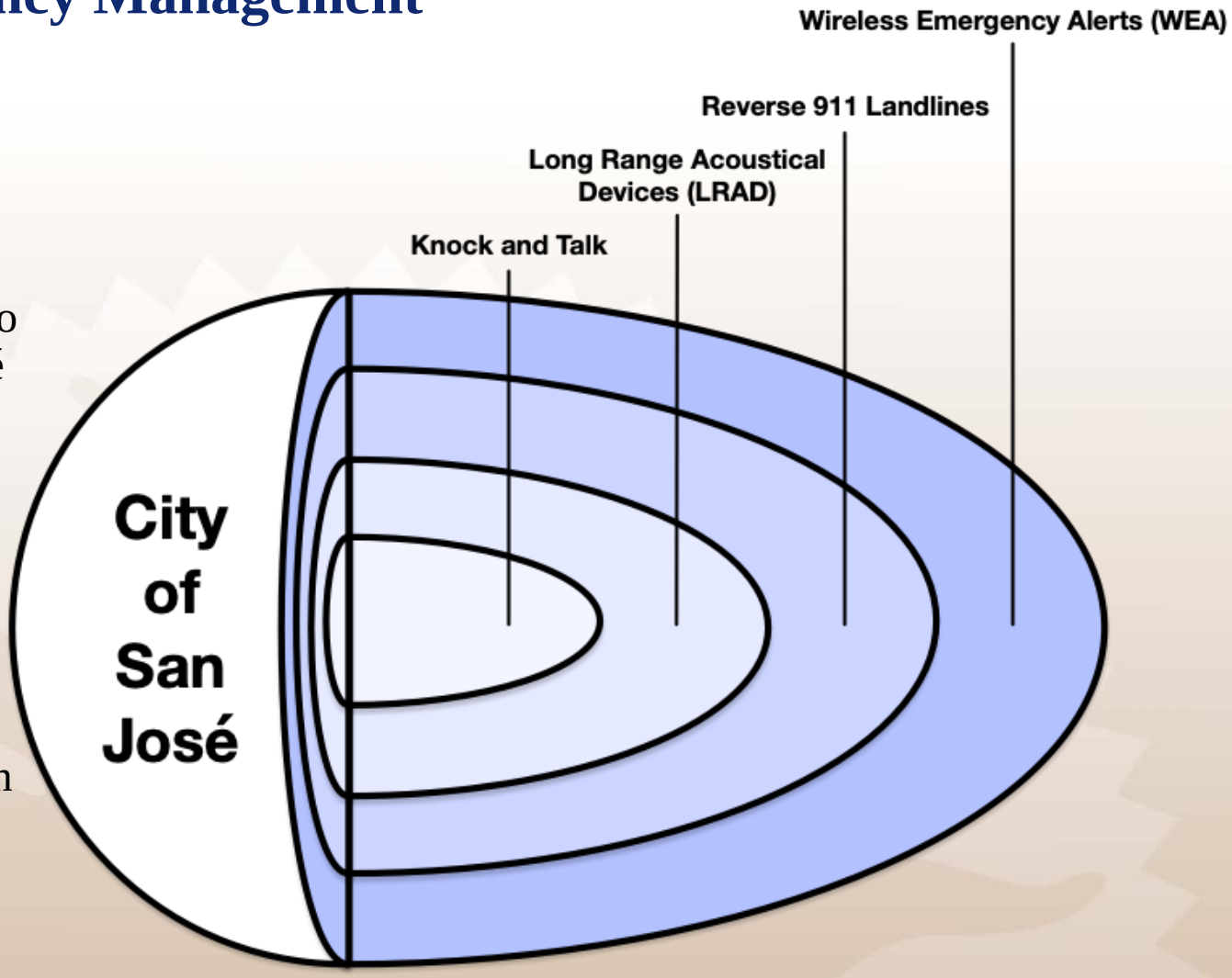
- On October 24, 2017, The City Council approved the purchase of an upgraded fire station alerting system.
- System hardware delivered (Feb. 2018).
- Public Works installed all station controllers (Completed Sept. 2018).
- IT Department testing redundant network connectivity required to ensure 24/7 operation (Underway)
- Fire Station network components and system configuration. Pending testing outcome.
- Go Live – Estimated Mar. 2019

Mass Notification System

Office of Emergency Management

2018 Goals

- Increase our capability to alert and notify San José residents.
- Develop a multilayered approach to emergency notifications.
- Encourage Opt-In of San José residents and allow notification language selection.



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Mass Notification System

Office of Emergency Management

Common Communication Methods:

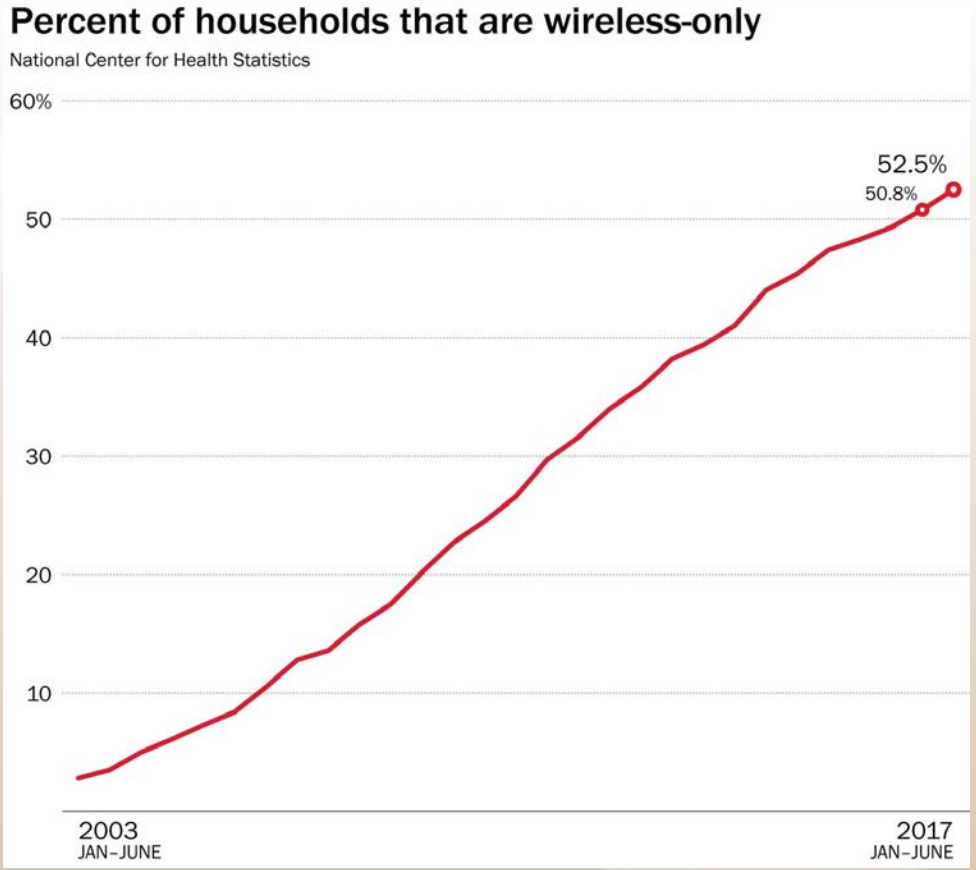
- **AlertSCC :** An opt-in system that is similar to reverse 911 that can send alerts to landline telephones, mobile phones, email, and text message. Multiple languages are supported (English, Spanish and Vietnamese).
  - **Wireless Emergency Alert (WEA):** When wireless phone carriers broadcast to cellphones in a specific geographic area on behalf of government agencies to send you an alert with a distinctive sound (Ex: Amber Alert).
  - **Reverse 911:** When 911 operators call you, mostly to landline telephones.
  - **Nixle:** An anonymous opt-in system using zip codes that many county agencies, including Sonoma and Santa Clara, use to contact residents via text and email alerts.

Mass Notification System

Office of Emergency Management

The importance of Wireless Emergency Alerts (WEA) has increased significantly.

- 54% of households in the U.S. are now using only wireless telephones instead of landlines, including 95% under age 30
- Reverse 911 does not include wireless telephones and most Voice Over IP (VOIP) or Cable-provided telephones.
- WEA messages can reach approximately 75%+ of a selected geographic area in the U.S. population within minutes.



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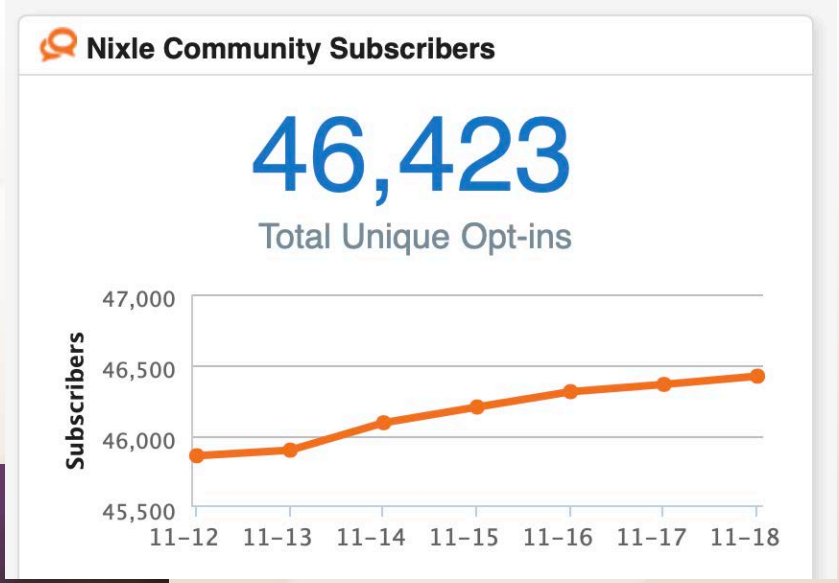
Mass Notification System

Office of Emergency Management

Nixle Signup

- Up 14% in Santa Clara county since 2017
- Easy and anonymous to sign up just text your zip code to 888777



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Mass Notification System

Office of Emergency Management

Most recent event and use of systems – February 13-14 Storm

- Used AlertSCC for public and City notification
- Used wireless emergency alerts (WEA)
- Used Reverse 9-1-1
- Used Nixle
- White Pages, Yellow Pages, and Opt-ins
- Four primary messages sent out with additional messaging in three languages (Spanish, Vietnamese, English)

Safe City Strategy

Office of Civic Innovation

- Identify and implement data-driven opportunities to improve public safety across Police, Fire, and Emergency Management in collaboration with Chief Data Officer
  - Landscape Assessment
  - Execution Roadmap
  - Stakeholder Engagement Map and Communication Plan
  - Pilot Initiatives Implementation

QUESTIONS?