

Memorandum




DATE: February 20, 2015

TO: Honorable Members of the Public Safety Committee: Sheffie Kadane (Chair), Adam Medrano (Vice Chair), Dwaine Caraway, Jennifer S. Gates, Sandy Greyson, Scott Griggs

SUBJECT: **Records Management System (RMS) Update**

On Monday, February 23, 2015 you will be briefed on the Records Management System (RMS) Update. The briefing materials are attached for your review.



Eric D. Campbell
Assistant City Manager

Attachment

cc: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council



Records Management System (RMS) Update

Public Safety Committee
February 23, 2015



www.dallaspolice.net

David O. Brown
Chief Of Police

Purpose

Explain the transition from the old to the new Report Management System (RMS) and provide an overview as to why changes were made to revise information released to the public

Outline

I. Records Management System

- A. History and Overview of Old System
- B. Overview of New System

II. Public Portal and Dallas Open Data Portal

- A. Overview of Systems: Old vs. New
- B. Legal Guidelines: Data Release
- C. Issues and Responses

Records Management System

History and Overview of Old System

- **1970s:** Mainframe computer went online
 - Direct Entry Field Reporting System (DEFERS)
 - Direct Entry Arrest Reporting System (DEARS)
 - Allowed officers to use phones to call in reports as opposed to submitting handwritten reports

History and Overview of Old System

- **1987** – First Mobile Data Terminal (MDT) in squad cars with limited functionality (warrant and vehicle checks)
- **2001** – MDTs were replaced with Mobile Data Computers (MDC) with full offense/incident report entry capability

History and Overview of Old System

- After 40+ years, system was becoming obsolete and exceeded lifespan
 - Repair parts difficult to obtain
 - Increasingly unreliable
 - Progressively unstable

History and Overview of Old System

System Limitations

- Only 90 data fields for report/data entry
- Changes and/or additions to data extremely limited by system size
- Only one offense/incident allowed per report

History and Overview of Old System (Mainframe View)

```

2 - LINC (192.168.104.70)
File Edit Transfer Fonts Options Tools View Window Help
DE BASE RECORD                SERVICE # 0130351B                OID MDT
BEAT 321 WT 3 DATE 053014 DISP AS 58  ___ COMPL CASSIDY,KENNETH_____
WITHHOLD OFFENSE FROM UNREVIEWED FILE  _ R W S M AGE 62 DOB 121451
OFF/INC ASSAULT_____                UCR CODE 1 08121 2 _____
PENAL CODE _____                ADDR 2874_____  PRICHARD_LN___ 262___
CITY DALLAS_____ ST TX ZIP 75227 PH 469 601 3689  ___ OVERRIDE  _ BEAT  ___
LOC 02874_____  PRICHARDLN_____  BUSN _____
TYPE PREM 920_- _APARTMENT_P___ OBJ 920 CITY _____ PH _____
DAYS 3 _ DTS 052714 _____ HRS 1900 _____ JOB _____ HRS _____
RELATED REPORTS _____
INV DIV NOTIFIED _____          * * C R I M E      T Y P E * *
                                     HATE CRIME          N      DRUG RELATED      N
                                     GANG ACTIVITY       N
                                     FAMILY VIOLENCE    N      VICTIM PACKAGE    N
WEATHER _____
MO UNK_SUSPS_KICKED_COMP_IN_THE_FACE_CAUSING_SERIOUS_BODILY_INJURY_____
RPT OFF BURCH,DARREN_ED X466_ OTH OFF COLON,ANTHONY_J 9948_ ELEMENT _____
SPECIAL REPORT F STATUS 0 UCR DISP P___ FOLLOW UP 1___ SR CODE 01
                                     REVIEWED BY N0936
INJURED PERSON TAKEN TO _____ TRANSPORTED BY _____
DES/INJ _____ CONDITION _____
AREQ  _ PROP  _ VEH  _ S03  _ RAPE  _ ROBB  _ BURG  _ WIT  _ N01  _ WRITE  _ SC
  
```

History and Overview of Old System (Field Reporting View)

ZClient32 V5 RMS Data Client - City of Dallas Police

File Commands Locate Status Forms Audio Help

MSG SONoff ChgPwd Index DEreq
DErpt Person Vehicle Stolen

Page 1 **** Offense Report Base Page **** Clear - F9

Offense:

Location:

Apt: Premise:

DTS: Hours:

MO:

FV: VP: DR: Badge(s)

Hate Crime: Gang Activity: R Rpts: OID:

Transmit - F2

Dispatched
 EnRte - F3
 Code6 - F4
 Clear - F5
 TPort - F6
 AtDest - A+F6
 RCS - F7
 OoS - F11

Main AUX
 Next - PGUP
 Prev - PGDN
 1 Message
 Delete - F8

Base Prop Suspa Suspb Wit Comp Veh Famv Robb Burg Rape Narr
 02/05/2015 03:46:28 F ██████████ Acknowledgement Received

Overview of New System

- June 2014 – DEFERS and DEARS was replaced by the new Records Management System
- Field Based Reporting (FBR) is an entry tool by which officers input reports into the system
- Once accepted, it is transferred into RMS
- Training was provided to field officers, detectives and specialty units

Overview of New System (Cont.)

- Allows for advanced case management processes and electronic case filing, not possible in old system
- Multiple offenses and arrests are allowed within a single report; uses electronic workflow to route reports to the appropriate units
- Expands amount of captured data and internally links data together by association

Overview of New System (Cont.)

- Contains over 400 data fields and robust audit trail
- Provides more crime analysis information
- Filters can be included internally to adhere to legal guidelines restricting access to protected information and data
- New system allows for increased data security by applying assignment-based access to certain reports even by our own officers

Overview of New System

(Field Based Reporting)

Incident

Form Commands: Validate, Review, Preview, Save, Close

Zoom Commands

Navigation: Begin, Incident, Offense, Suspect, Victim, Other Person, Vehicles, Property, Evidence, Drug, LEOKA, Attach, Narrative

Incident Details

Incident Number	CFS Number	Occurred From Date	Occurred From Time	Occurred To Date
<input type="text"/>	<input type="text"/>	Show Calendar <input type="text" value="15"/>	<input type="text" value="00 : 00"/>	Show Calendar <input type="text" value="15"/>
Occurred To Time	Reported On Date	Reported On Time	Unit Number	Clearance Disposition
<input type="text" value="00 : 00"/>	Show Calendar <input type="text" value="15"/>	<input type="text" value="00 : 00"/>	<input type="text"/>	<input type="text"/>
Cleared by Exception	Exceptional Clearance Date	Situation Found	Case Status	
<input type="text"/>	Show Calendar <input type="text" value="15"/>	<input type="text"/>	<input type="text"/>	
Location Given By Dispatcher	Hate Crime			
<input type="text"/>	<input type="checkbox"/> Related Type <input type="text"/>			
Arson		Companion Number		
<input type="checkbox"/> Related	Code <input type="text"/>	Damage Value <input type="text"/>	<input type="text"/>	

Elements of the Incident

Overview of New System

(Incident / Case Management)

User: C.SCHMIDT Agency: CITY OF DALLAS POLICE DEPARTMENT Environment: DPD PRODUCTION - [Incident - (Shift+Ctrl+I)]

File Modules Search Reports Utilities Help Window

Search SAVE CANCEL REFRESH Create Connect-Up Incident

Case Number: 027767-2015 Log# Related Case # Lock Type

Images: 0 Docs: 1 Pages: 2 **LOCKED** WORKFLOW

Offense Code: NA-9999999-MS4 Description: ALARM INCIDENT REPORT (NO)

Disposition Description Disposition Date
 * SUSP SUSPENDED 02/05/2011
 Status Description Status Date
 * S SUSPENDED 02/05/2011
 Special Event Description Date
 * No Value Selected
 Records Disposition Disposition Date
 * No Value Selected

Occurred At Address
 Basic Address: 4828 MILL CREEK RD ... VALID ✓
 City: DALLAS State: TX ZIP: 75244
 Apt. / Unit #: District: JENNIF Beat: 556
 Map Description: Common Place:

Follow Up Reclassify Shooting Hate Crime Domestic Violence

Custom Defined Code 5: No Value Selecte Custom Defined Code 6: No Value Selecte Agency Identifier: No Value Selecte
 Number Of Suspects: No Value Selecte Officers Assaulted: No Value Selecte No Of Officers Assaulted: No Value Selecte

CAD: 15-0231123

Additional Locations Addl User Fields Arrests Business Calls For Service Case Management Clearance Court Documents
 Names Narratives Offenses Officers Others Property Items Record Required Items Stolen Vehicles
 Subs/Master Suspect(unknown) UCR / Arson User Fields Vehicles Victim to Suspect Relationships Additional NIBRS Information
 Crime Log Details Distribution Log Drugs Incident Officers Incident Supplement LEOKA Lineups Missing Person

Date/Time Reported: 02/05/2015 00:18 THU Time Occurred (UCR): Night (6 pm - 6 am) UCR Verified By: Vehicle Pursuit Report Number: News Report Allowed: Clandestine Labs: Report Hold Approved:
 Date/Time Occurred (From): 02/05/2015 00:18 THU UCR Verified On: Go To Link Un-Link
 Date/Time Occurred To: 02/05/2015 00:18 THU
 Reporting Officer: 9802 Level 1: Level 2: Staff Review: 15356 Current Assignment Officer: Date Assigned:
 Level 3: Level 4: Date/Time Approved: 02/05/2015 00:52

Remarks: 4828 MILL CREEK RD

Load Time: 1.27s

Public Portal and Dallas Open Data Portal

Overview of Systems: Old vs. New

(Virtual Viewer Old - Public Portal)

- Prior to 2003, the public did not have electronic access to offense or arrest reports
- 2003: First Page application was created for the media
- Crime Watch groups became more prevalent and wanted electronic access to offense reports
- 2005: “Virtual Viewer” made available to public

Overview of Systems: Old vs. New

(Virtual Viewer - Old Public Portal)

- Not part of the old RMS, but was added to extract data supplied by the old RMS
- Virtual Viewer provided filtered access to public, while “Police Reports” provided full access to officers and detectives
- Although filters were applied, limitations to the mainframe resulted in more data being released

Virtual Viewer Search Screen

Old Public Portal

http://policeports.dallaspolice.net/publicsearch/searchoffensepublic.aspx

DALLAS POLICE DEPARTMENT UCR Codes Year Codes Property Class Codes

Virtual Viewer - Public Access Welcome

Offense Incidents Records

911 Call Records
Arrest Record
Accident Reports
Open Records Request Form
Street Search

Offense Incidents Records

Online offense records are from 1/1/2005 to present.
Please enter search criteria fields.

DPD service number:

Complainant Name

Last name:

First name:

Location of Offense

Address: From: To:

Direction:

Street:

Beat number:

Reporting area:

Type of offense:

Date: From: To:

Begin Search **Reset**

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11:13 AM
2/5/2015

Virtual Viewer Search Screen

Old Public Portal

Offense Record for Public Release

UCR CODE: 43020 AS SIGNAL: 7X Incident #: 0103564-B
Offense Date: 5/1/2014

OID: CEF TCB: 02:02:36 TCE: 02:09:23 DISPATCHED AT: 01:10
BEAT: 736 REPORTING AREA: 4328 WATCH: 1

COMPLAINANT INFORMATION

NAME: @CITY OF DALLAS HOME ADDRESS: 1500 MARILLA DALLAS TX 75210	BUSINESS ADDRESS:
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RACE: SEX: AGE: DOB:

OFFENSE

OFFENSE DESCRIPTION: FOUND ABANDONED PROPERTY
M/O: FOUND ABANDONED 99, MERCURY, MARQUIS, LIC. [REDACTED]
OFFENSE LOCATION: 08500 JULIUSSCHEPPS
APT:
PREMISES: PUBLIC ROADWAY PROPERTY ATTACK CODE: 910
INVESTIGATOR ASSIGNED:
DATES OF OCCURRENCE: 2014/5/1 00:55 - 2014/5/1 00:55
STATUS: S UCR DISP: P SPECIAL REPORT:F
FOLLOW UP: REVIEWED BY: N0273 WEATHER: COOL/CLEAR
SR CODE: 5 INV. DIV. NOTIFIED:
FAMILY VIOLENCE: N GANG ACTIVITY CRIME: N

Options for Accessing Public Data

There are now two methods for the public to use and retrieve public data

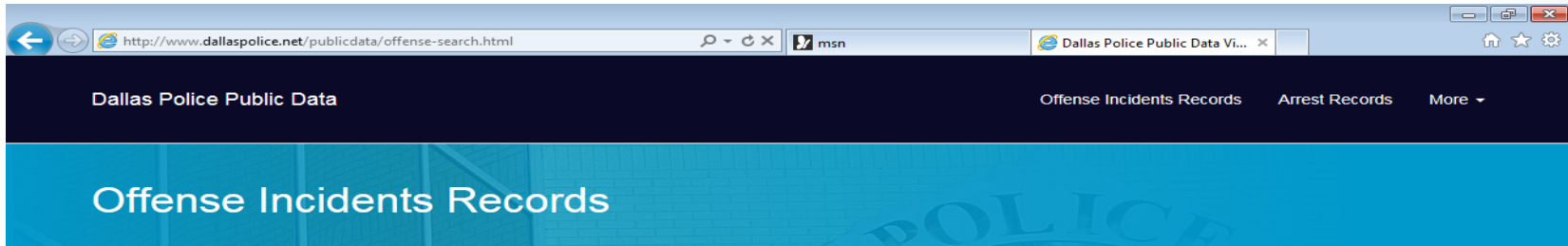
1. New “Public Portal”
2. Dallas Open Data Portal

New Public Portal

- 2014 – Public Portal replaced Virtual Viewer
- Not part of the new RMS, but was added to extract data supplied by the new RMS
- Used by media, public and officers
- Filters created for legal compliance limit the information viewable by public

New Public Portal

Search Screen



General Information		Location of Offense		Complainant			
DPD Incident Number	<input type="text"/>	From Block	<input type="text"/>	To Block	<input type="text"/>	Business Name	<input type="text"/>
Type of Offense	<input type="text"/>	Street Name	<input type="text"/>		Complainant Name	<input type="text"/>	
Date From	<input type="text"/>	Date To	<input type="text"/>	Beat	<input type="text"/>	Reporting Area	<input type="text"/>
						<i>Last, First, (Middle)</i>	
<input type="button" value="Submit"/>							

New Public Portal

Report Screen

Dallas Police Public Data

Offense Incidents Records Arrest Records More ▾

Dallas Police Department Reports

Offense Record for Public Release

INCIDENT #: 287859-2014	UCR CODE: 0512	AS SIGNAL: 11B - BURG OF BUS	Offense Date: 12/02/2014
BEAT: 325	REPORTING AREA: 1244	WATCH: 1	Dispatched At: 12/03/2014 8:07 AM

Complainant Information

Name: LAUNDRAMAT

Home Address
9005 BRUTON RD
DALLAS, TX 75217

Business Address
N/A
N/A

Race: N/A

Sex: N/A

Age: N/A

Offense

OFFENSE DESCRIPTION: BURGLARY

MO: BURGLARY TO BUSINESS

Entry Area: Door

Entry Point: Door

Entry Method: Pried

Property Target: MISCELLANEOUS

OFFENSE LOCATION 9005 BRUTON RD

APT : N/A

PREMISES: Commercial Property Occupied/Vacant

PROPERTY ATTACK CODE: N/A

DATES OF OCCURRENCE: 12/02/2014 9:00 PM - 12/03/2014 7:00 AM

INVESTIGATOR ASSIGNED: 6543

STATUS: Suspended

UCR DISP: BURGLARY

SPECIAL REPORT: N/A

FOLLOW UP: N/A

REVIEWED BY: 97133

WEATHER: N/A

FAMILY VIOLENCE: No

GANG ACTIVITY CRIME: No

OFFICER INFORMATION

REPORTING OFFICER: 6808

OTHER OFFICER: N/A

Dallas Open Data Portal

- Part of the City Of Dallas' Data Sharing Initiative
- Differences from Public Portal
 1. Public Portal is a Report Viewer (one report at a time)
 2. Open Data Portal is a full view of releasable raw data
 3. Larger datasets allow for users to build customizable reports

Dallas Open Data Portal

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Dallas Open Data
 City of Dallas Open Data Portal

Dallas Police Public Data - RMS Incidents
 Dallas Police Public Data - RMS Incidents

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	ObjAttack	Blk	Dir	StrName	Address	AptNum	ZipCode
1	Business Office		2222 N	PRAIRIE CREEK RD	2222 N PRAIRIE CREEK RD		
2	N/A		7693	FERGUSON RD	7693 FERGUSON RD APT 1099	1099	
3	N/A		816	S AKARD ST	816 S AKARD ST		
4	N/A		4849	FRANKFORD RD	4849 FRANKFORD RD	524	
5	TC		4607	KUSHLA AVE	4607 KUSHLA AVE		
6	N/A		8017	LAKE JUNE RD	8017 LAKE JUNE RD APT STE M	STE M	
7	N/A		13415	C F HAWN FWY	13415 C F HAWN FWY		
8	Motor Vehicle		4841	ASHBROOK RD	4841 ASHBROOK RD		
9	Commercial Property Occupied/Vacant				224 N CORINTH ST RD		
10	Other		2606	MARJORIE AVE	2606 MARJORIE AVE		
11	Apartment Complex/Building		4611	MONARCH ST	4611 MONARCH ST		
12	N/A		12801	N CENTRAL EXPY	12801 N CENTRAL EXPY		
13	N/A		7415	HOLLY HILL DR	7415 HOLLY HILL DR	3216	
14	Parking Lot		2690 N	HASKELL AVE	2690 N HASKELL AVE		
15	Commercial Property Occupied/Vacant		4331	MAPLE AVE	4331 MAPLE AVE		
16	Religious Institution		3700	SIMPSON STUART RD	3700 SIMPSON STUART RD		
17	TC		7316	FOXWORTH DR	7316 FOXWORTH DR		
18	Occupier		9756	TAMALPAIS DR	9756 TAMALPAIS DR		
19	Religious Institution		805	ELM ST	805 ELM ST		
20	Retail Store		2843 E	LEDBETTER DR	2843 E LEDBETTER DR		
21	ABC Loc		2328 W	ILLINOIS AVE	2328 W ILLINOIS AVE		
22	Business Office		10430	SHADY TRL	10430 SHADY TRL		
23	TC		700	HOLCOMB RD	700 HOLCOMB RD		
24	N/A		8315	LAKE JUNE RD	8315 LAKE JUNE RD		

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Legal Guidelines: Release of Data

Legal Guidelines	Action
Sexual Assault Offenses Code of Crim. Proc. Art. 57.02(h) Gov't Code 552.101	Names and Identifiers of the complainant – restricts entire report
Family Violence Assault Offenses Code of Crim. Proc. Art. 57B.03	Names and Identifiers of the complainant – restricts entire report
Juvenile Records – Reports- Family Code 58.007 & 261.201	Restrict entire report- to include reports in which Juvenile suspect/victim
Victim is DPD Officer/Sworn Marshal Gov't Code 552.117	Display Report, but withhold Identifiers of victim
Prop. Offenses – Motor Vehicle Record Information; DL/ID Card Number; SS#; Credit/Debit/Insurance/Account information Gov't Code 552.130(a) Gov't Code 552.136(b) Gov't Code 552.147(a) Gov't Code 552.147(b)	Names and Identifiers of the complainant – restricts information
Social Service Referrals/APPOW- UCR Code/References to Mental/Medical Conditions Gov't Code 552.101	Restrict entire report

Issues and Responses

Issue: no narratives available – nearly impossible to apply filters to a free-text field

Response: the Modus Operandi (M/O) block was made mandatory and characters limited – now being released

Issue: not all offenses are shown

Response: due to the legal guidelines, certain offenses cannot be displayed

Issues and Responses

Issue: Offense data may appear one day and not be available the next

Response: Depending on the information developed during the investigation, the offense must be removed (i.e. if investigation identifies a juvenile as a suspect)

Issue: Updates once daily versus 15 minute updates in old system

Response: The volume of data being transferred would impact system performance. The daily updates are done late at night to prevent this

Issues and Responses

Issue: Less information is being released by the new system than in the old system

Response: The old system released information that should have been restricted due to difficulties filtering mainframe data

The new system is more technologically advanced, allowing for more thorough filtering

Due to legal requirements we are unable to release certain information

Public Portal:

What Has Been Done to Address Issues?

- Mandatory training has been conducted for Neighborhood Police Officers (NPOs) at each station to explain the new system to the public
- NPOs are accessible both to private citizens and community groups to obtain specific releasable information
- Continue to train officers to submit legally compliant public narratives
- Created a [tutorial video](#) for crime watch groups

Summary

- DPD will continue to release any and all report data that is permissible under the law while protecting victim and public privacy
- DPD will continue to work with and train officers on the new system to only enter releasable information in the public narrative field of their reports
- DPD and CIS will work together to improve and streamline the filtering process

Questions?

Appendix

Attachment 1: DPD Public Reports Portal Restrictions/Disclaimers

DPD Public Reports Portal Restrictions/Disclaimers

▶ Sexual Assault/Aggravated Sex Assault Offenses - Names and Identifiers of the Complainant

- *Tex. Code of Crim. Proc. Art. 57.02(h)* – "... a public servant or other person who has access to or obtains the name, address, telephone number, or other identifying information of a victim younger than 17 years of age **may not release or disclose** the identifying information to any person...."
- *Tex. Gov't Code § 552.101* – "**Information is excepted** from [required public disclosure] if it is information considered to be confidential by law, either constitutional, statutory, or by judicial decision."
- *Indus. Found. v. Tex. Indus. Accident Bd.*, 540 S.W.2d 688 (Tex. 1976) (holds common-law privacy protects information that (1) contains highly intimate or embarrassing facts about a person's private affairs such that its release would be highly objectionable to a reasonable person and (2) be of no legitimate concern to the public. Such information includes information relating to sexual assault, pregnancy, mental or physical abuse in the workplace, illegitimate children, psychiatric treatment of mental disorders, attempted suicide, and injuries to sexual organs. *Open Records Decision No. 339 (1982)* holds "**common-law privacy**" permits the withholding of the name of every victim of a serious sexual assault offense..."

▶ Family Violence Assault Offenses - Names and Identifiers of the Complainant – *Tex. Code of Crim. Proc. Art. 57B.03* "... a public servant with access to the name, address, or telephone number of a victim 17 years of age or older who has chosen a pseudonym ... **commits an offense if the public servant knowingly discloses the name, address, or telephone number of the victim** to any person"

▶ Juvenile Records - Reports – *Tex. Family Code § 58.007* and *Tex. Family Code § 261.201*

- *Tex. Family Code § 58.007(c)* – "... law enforcement records and files concerning a child and information stored, by electronic means or otherwise, concerning the child from which a record or file could be generated **may not be disclosed to the public**...."
- *Tex. Family Code § 261.201* – "... the following information is **confidential**, is **not subject to public release** ...: (1) a report of alleged or suspected abuse or neglect of a child made under this chapter and the identity of the person making the report; and (2) ... the files, reports, records, communications, audiotapes, videotapes, and working papers used or developed in an investigation...."

▶ Property Offenses - Motor Vehicle Record Information; Driver's License/Identification Card Number; Social Security Number; Credit/Debit/Insurance/Account information – *Tex. Gov't Code § 552.130*, *Tex. Gov't Code § 552.136*, and *Tex. Gov't Code § 552.147*

- *Tex. Gov't Code § 552.130(a)* - "... information is **excepted from [required public disclosure]** if the information relates to: (1) a motor vehicle operator's or driver's license or permit issued by an agency of this state or another state or country; (2) a motor vehicle title or registration issued by an agency of this state or another state or country; or (3) a personal identification document issued by an agency of this state or another state or country or a local agency authorized to issue an identification document."
- *Tex. Gov't Code § 552.136(b)* - "... a credit card, debit card, charge card, or access device number that is collected, assembled, or maintained by or for a governmental body is **confidential**."
- *Tex. Gov't Code § 552.147(a)* - "... the social security number of a living person is **excepted from [required public disclosure]**"
- *Tex. Gov't Code § 552.147(b)* "... a governmental body **may redact** the social security number of a living person from any information the governmental body discloses"

▶ Social Service Referrals/APPOW - UCR Code/References to Mental/Medical Conditions – *Tex. Gov't Code § 552.101* – see explanation for sexual assaults above and *Indus. Found v. Tex. Indus. Accident Bd.*, 540 S.W.2d 688 (Tex. 1976).