Memorandum

DATE June 7, 2019

CITY OF DALLAS

TO Honorable Members of the Public Safety and Criminal Justice Committee

SUBJECT **Implementation of DPD Online Crime Report Writing System**

On Monday, June 10, 2019, Chief of Police U. Reneé Hall will brief the committee on the Dallas Online Reporting System (DORS).

The Dallas Police Department is preparing to launch the Dallas Online Reporting System (DORS), a web based online crime reporting platform for citizens to report property crimes. Citizens who choose to make reports online instead of waiting for officers will be guided through the process to successfully submit a police report to be investigated.

Please contact me if you have any questions or need additional information.

Jon Fortune
Assistant City Manager

c:
T.C. Broadnax, City Manager
Chris Caso, City Attorney (Interim)
Mark Swann, City Auditor
Bilierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer
Michael Mendoza, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
Laila Alequresh, Chief Innovation Officer
Directors and Assistant Directors

City of Dallas Online Reporting System

Public Safety and Criminal Justice Committee

June 10, 2019

Major Israel Herrera
Dallas Police Department

Presentation Overview

- Purpose
- Background/History
- Program Overview
- Benefits
- Next Steps

Purpose

- To discuss the implementation of DPD's new online crime reporting system to include committee feedback.

- Identified as part of the Chief's strategic goal of organizational effectiveness.

- Online reporting of crime promises many benefits

- This presentation will highlight the program, detail progress made towards implementation, and address next steps.

Background/History

Prior to June 17, 2019 there were only two ways to make a report with the Dallas Police Department.

1. Request an officer to your location.

2. Request a phone call from an expediter to take the report over the phone.

The above instances often require a wait time for the person wanting to make the report.

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Background/History

- October 1, 2018 : Procurement of LexisNexis incident reporting system approved

- February 21, 2019: Dallas Online Reporting System (DORS) "soft-launched"

- June 17, 2019: DORS launch date

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Background/History

Municipalities currently using the LexisNexis platform:

- Los Angeles, California
- Houston, Texas
- Phoenix, Arizona
- Seattle, Washington
- Austin, Texas
- Cleveland, Ohio

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Program Overview

The Dallas Online Reporting System is a web-based platform that allows individuals to submit offense reports directly to the Dallas Police Department without having to wait for an officer to take their report.

- Reports can be completed 24 hours a day, 7 days a week, at the convenience of the reporting person.
- A case number is given to the reporting person for insurance purposes or for their own records once the report has been reviewed and approved.
- The report enters the Reporting Management System, and is investigated by a detective, just as a report created by an officer in the field.

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Program Overview

The following offenses can be reported in DORS:

- Burglary of a Motor Vehicle
- Burglary of a Coin Operated Machine
- Credit/Debit Card Abuse
- Criminal Mischief <2500
- Fraud
- Graffiti
- Harassment
- Theft
- Theft of Property <2500
- Theft of Service <2500

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Accident
Leaving the scene of an accident without providing required license, insurance or vehicle information

Burglary Coin Machine
A person makes entry into a coin operated machine and removes or attempts to remove contents without the owner's permission.

Burglary Motor Vehicle
Breaks into or enters a vehicle or any part of a vehicle with intent to commit any felony or theft

Credit/Debit Card Abuse
A person uses the credit card or debit card of another person without the permission of the person the card was issued to.

Criminal Mischief (Damage under $2,500)
A person intentionally damages property belonging to another without the owner's permission.

Graffiti (Under $2,500)
A person makes markings or symbols on property not belonging to him without permission of the owner of that property.

Harassing Phone Call
Unwanted phone calls of an annoying, harassing or threatening nature.

Identity Theft
Obtaining someone else's personal identifying information and using it to obtain credit, goods or services.

Lost Property
When property is missing or lost.

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Reckless Damage

An offense if, without the effective consent of the owner, he recklessly damages or destroys property

Theft (Under $2,500)

Property taken belonging to another without the owner's permission

Theft of Service (Under $2,500)

A person obtains a service without rendering proper payment for that service.

Program Overview

Process for Submitting a Report

- Reporting Person goes to www.DallasPolice.net and clicks on Dallas Online Reporting System link
- Reporting Person submits report
- Staff Review reviews report
- Report is accepted or returned for correction
- Offense imported into Record Management System
- Offense assigned to a detective
- May result in an increase in reported crime.

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Benefits

- Service enhancement by providing convenience for citizens to make reports in lieu of waiting for officers.

- Redeployment of resources to higher priority calls.

- Increased opportunity for officers to focus on crime prevention and community relationships.

- Saves citizens' time and money when retrieving their police report vs. conventional means.

- Creates cost savings for the department by reducing need for manual processing.

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Next Steps

- Public Release and Education on Dallas Online Reporting System through media release June 17, 2019.

- Monthly monitoring and training on Dallas Online Reporting System.

- 90 day assessment to determine if additional changes are necessary to improve performance.

- Implementation of Spanish Online Reporting for review and processing following test mode to be launched late summer 2019.

Supplement

- Dallas will be the first National Incident Based Reporting System (NIBRS) to integrate an approved online report directly into its Reporting Management System RMS

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Appendix 1