

Memorandum



CITY OF DALLAS

DATE March 8, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Online Reporting System (DORS) Expansion to address Minor-Hit and Run Collisions**

The purpose of this memorandum is to inform the City Council of some additional changes the Dallas Police Department (DPD) will make to enhance their service to residents.

As part of the DPD's continued efforts to improve operational efficiency and increase patrol officer availability for higher-priority calls, minor hit-and-run collisions with no injuries have been identified as incidents that will be added to the Dallas Online Reporting System (DORS). Adding this incident type to the online reporting process will allow DPD to reallocate up to 15,000 patrol hours per year to higher-priority calls.

This information was provided to the Public Safety Committee on March 5, 2024, and these new changes went into effect on March 6, 2024.

Should you have questions, or need additional information, please contact 911 Communications Administrator Robert Uribe at robert.uribe@dallaspolice.gov.

A handwritten signature in blue ink that reads "Jon Fortune".

Jon Fortune
Deputy City Manager
[Attachment]

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors



City of Dallas

Overview of the Dallas Online Report System (DORS) Expansion to Address Minor-Hit and-Run Collisions

**Public Safety Committee
March 5, 2024**

Administrator Robert Uribe
Dallas Police Department
City of Dallas

Overview



- Purpose
- Online Eligible Hit and Runs
- Agencies Offering Online Hit and Run Reporting
- Efficiencies Gained
- Online and Phone Reporting Update
- Next Steps



Purpose



- Provide the Public Safety Committee and the residents of Dallas information on the expansion of the Dallas Online Reporting System (DORS), in line with the 2020 KPMG study recommendations, to include minor hit-and-run collisions beginning March 2024.



Online Eligible Hit and Runs



- No injuries
- A wrecker is not needed
- Occurred within the city limits of Dallas
- Involving damage to an occupied vehicle
- Involving an unattended vehicle
- Involving striking a structure, fixture, or highway landscaping



Agencies Currently Offering Online Reports for Hit-and-Runs



- Austin Police Department
- Fort Worth Police Department
- Richardson Police Department
- Plano Police Department
- Los Angeles Police Department
- Oakland Police Department
- Various departments around Texas and the nation



Efficiencies Gained



- Citizens will be able to begin the report immediately rather than wait for an officer to arrive.
- Same investigative process.
- Patrol officers may be able to reallocate up to 15,000 hours towards higher priority calls.



Online/Phone/Virtual Reporting Effort Update



- Since the required online/reporting/virtual initiative began in July 2023, 46,553 patrol hours have been reallocated to higher-priority calls.

July 2023 - February 2024	Reports Written	Increase From Previous Year
Phone Reports	13,260	16.89%
Online Reports	15,469	67.23%

Virtual Report Eligible Auto Theft Reports	Number of Incidents Diverted
December 18, 2023 - February 2024	2,306



Next Steps



- Community Awareness
 - Continued social media releases
 - Neighborhood Police Officers (NPO) outreach
 - Press release
- 911 staff training underway
- Launch the initiative March 5, 2024





City of Dallas

Overview of the Dallas Online Report System (DORS) Expansion to Address Minor-Hit and-Run Collisions

**Public Safety Committee
March 4, 2024**

Administrator Robert Uribe
Dallas Police Department
City of Dallas