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

“Dallas - Together, we do it Better”
Records Management System (RMS) Update

Public Safety Committee
February 23, 2015
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
• **1970s**: Mainframe computer went online
  - Direct Entry Field Reporting System (DEFRS)
  - 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)
History and Overview of Old System (Field Reporting View)
Overview of New System

• June 2014 – DEFRS 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)
Overview of New System
(Incident / Case Management)
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
## Virtual Viewer Search Screen

### Old Public Portal

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<td>WATCH:</td>
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### COMPLAINANT INFORMATION

**NAME:** @CITY OF DALLAS  
**HOME ADDRESS:**  
1500 MARILLA  
DALLAS TX 75210

**RACE:**  
**SEX:**  
**AGE:**  
**DOB:**

### OFFENSE

**OFFENSE DESCRIPTION:** FOUND ABANDONED PROPERTY  
**M/O:** FOUND ABANDONED 99, MERCURY, MARQUIS, LIC [REDACTED]  
**OFFENSE LOCATION:** 08500 JULIUSCHEPES

### PREMISES

**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 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
New Public Portal Report Screen

Dallas Police Department Reports
Offense Record for Public Release

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<th>INCIDENT #: 287859-2014</th>
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Complaintant 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
Property Target: Pried
PROPERTY ATTACK CODE: 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
WEATHER: N/A

FOLLOW UP: N/A
REVIEWED BY: 97133
GANG ACTIVITY CRIME: No

OFFICER INFORMATION

REPORTING OFFICER: 6806
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

![Dallas Open Data Portal](https://www.dallasopendata.com/PDF/Dallas-Police-Public-Data-RMS-Incidents.pdf)

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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?
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 ...."