

# Memorandum



CITY OF DALLAS

DATE May 12, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Online Reporting System and Phone Reports Update**

In 2020, KPMG conducted a comprehensive staffing and efficiency study that recommended the reporting of non-emergency incidents to an online system or via phone and the transfer of certain response functions to other departments/agencies. Subsequently, the Dallas Police Department (DPD) implemented a new online reporting system for eligible non-emergency offenses known as the Dallas Online Reporting System (DORS).

At the May 8, 2023 Public Safety Committee meeting, staff briefed DPD's recommendation to further improve the efficiency of operations and increase the availability of officers for high-priority calls through the expanded use of the online reporting system. Rather than continue the current practice of providing an *option* to use DORS for certain non-emergency offenses, the Department recommended removing the option and instead *require* the use of the online reporting system for the same offenses. It is estimated that this change could free up approximately 135,000 patrol hours which is equivalent to the work of 65 full-time sworn officers. A copy of the briefing presentation is attached.

The Public Safety Committee supported the Department's recommendation and staff will soon be launching an outreach and educational program, including but not limited to social media releases, updated instructional videos, information distributed through neighborhood groups, and information about kiosks installed at the police stations for those that need assistance. Implementing this program will allow the citizen to report eligible incidents quickly, help improve patrol officer response times to high-priority calls and allow officers more time to focus on violent crime reduction. The use of the online reporting system results in the same investigative process as if a police officer completed an offense report at the incident scene.

The chart below details offenses that will be required to be reported through the online reporting system or over the phone with a police representative. It is estimated that these changes will occur mid-to-late June following the outreach and educational campaign.

Online or Phone Report Eligible	Criteria	Online	Phone
Accident Reports	No injuries, insurance info exchanged, wrecker not needed, under \$1,000 in damage, vehicles are drivable.	Yes	No
Burglary of Coin Machine	Any coin, debit card, credit card vending machine such as soft drink, video rental machine, or snack machine.	Yes	Yes
Burglary of Motor Vehicle	Vehicle broken into without the consent of owner, suspect is not at the scene.	Yes	Yes
Credit/Debit Card Abuse	The use of a credit card or debit card without the owner's consent and occurs in the Dallas city limits.	Yes	No
Criminal Mischief	Intentional damage of property under \$2,500.	Yes	Yes
Graffiti	Making markings or symbols on property without the owner's consent causing under \$2,500 of damage.	Yes	Yes
Harassing Phone Calls	Must receive 10 or more phone calls or texts designed to harass, annoy, alarm, abuse, or embarrass, not related to family violence.	Yes	Yes
Identify Thefts	Obtaining someone else's personal identifying information to obtain credit, goods, or services and occurred in the Dallas city limits.	Yes	No
Interference with Child Custody	Did not exchange children at court ordered time. Must have a court order. Child cannot be in any danger and have occurred in the Dallas city	Yes	No
Lost Property	Lost item not as a result of a criminal action.	Yes	Yes
Reckless Damage	The damage or destruction of property due to lack of reasonable care within the Dallas city limits. Ex. In a private parking lot, hitting another vehicle while parking.	Yes	Yes
Theft	Property stolen valued under \$2,500. Not resulting from entry into a home or business.	Yes	No
Theft of Service	Obtaining a service without paying for the service under \$2,500.	Yes	Yes
Theft Shoplifting	This report is for business who have items stolen from their stores valued at under \$2,500.	Yes	No

Should you have questions, or need additional information, please contact Robert Uribe, 911 Administrator at [robert.uribe@dallaspolice.gov](mailto:robert.uribe@dallaspolice.gov).



Jon Fortune  
 Deputy City Manager  
 [Attachment]

c: T.C. Broadnax, City Manager  
 Tammy Palomino, Interim City Attorney  
 Mark Swann, City Auditor  
 Bilierae 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  
 Carl Simpson, 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**

# **Dallas Online Reporting System (DORS) Update and Discussion**

**Public Safety Committee  
May 8, 2023**

Robert Uribe, 911 Administrator  
Dallas Police Department  
City of Dallas

# Presentation Overview



- High Priority Calls
- Patrol Response Times
- Historical Staffing vs. Priority One Calls
- Report Calls with Police Officers Dispatched
- Consultant Recommendations
- What's Been Done
- Call Types Under Review for Future Consideration
- DORS/Phone Report Usage Remains Low
- Recommendation to Help Reduce Response Times
- Benefits of DORS, Phone Reports and Other Strategies
- Comparable Cities
- Next Steps
- Questions



# High Priority Calls for Service



- High priority calls have increased compared to the same time last year.
- These calls require multiple officers at the scene for extended periods of time.

Dispatched Calls For Service: January 1 thru April 30- 2022 vs 2023

	2022	2023	% Increase
Priority 1	11,495	12,368	7.59%
Priority 2	91,180	94,191	3.30%



# Patrol Response Times



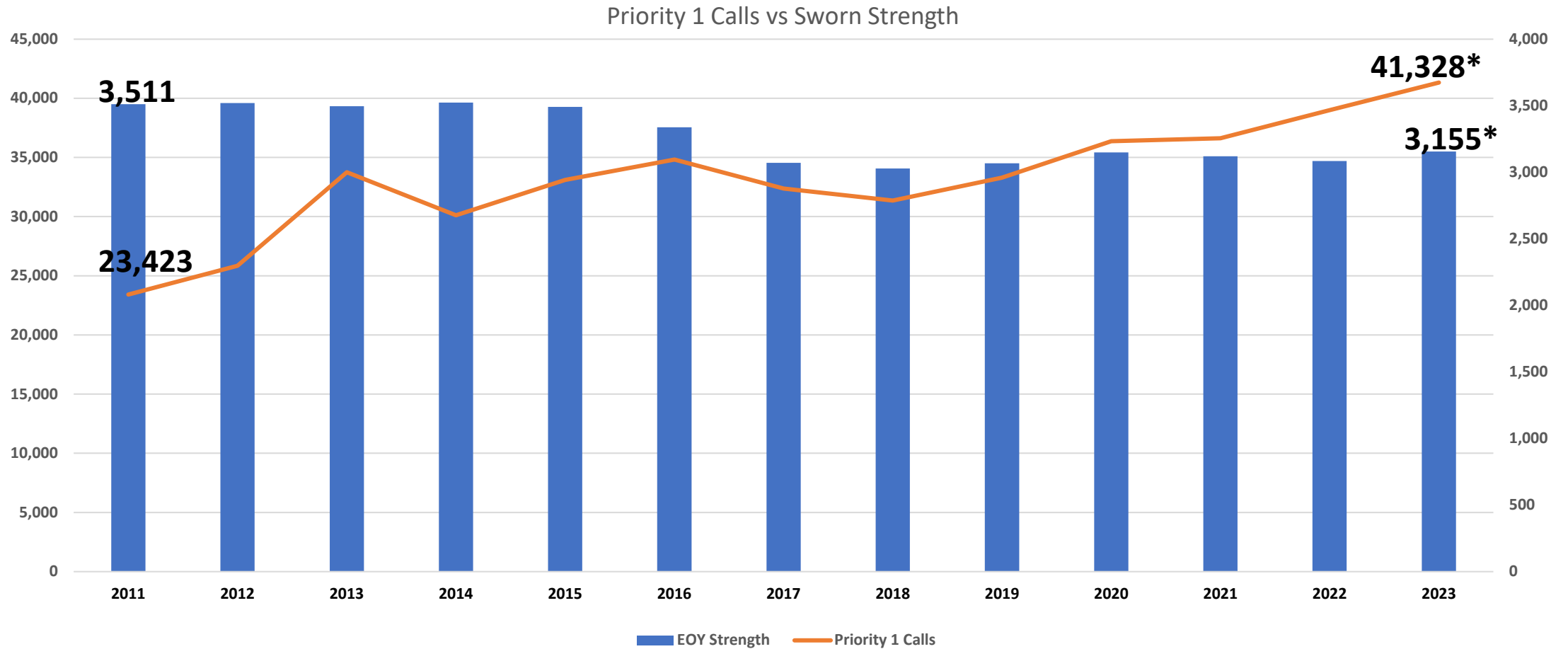
- The increase in high priority calls is a contributing factor for increasing response times.

Response Times: 2022 and 2023*			
	2022	2023*	2022 to 2023 % Increase*
Priority 1	9.50	10.09	6.21%
Priority 2	64.51	91.89	42.44%
Priority 3	381.14	583.12	53.00%
Priority 4	441.02	574.36	30.23%

\*January 1, 2023 to April 30, 2023



# Priority One Calls vs. Sworn Staffing



\*Projected end of year- 2023

# Report Calls with Officers Dispatched



- 2019 through 2022- an average of 19.3% of all calls dispatched for service were in call categories currently eligible for DORS or phone reporting.
- Total dispatched incidents which were DORS or phone reporting eligible:
  - 2022- 104,303
  - 2021- 110,897
  - 2020- 112,794
  - 2019- 136,018





# KPMG Recommendations – 2020 Study



- Divert to DORS/Over the phone reporting:
  - Thefts
  - Unauthorized Use of Motor Vehicle
  - Burglary of Motor Vehicle
  - Robbery (report) +1 hour
  - Criminal Mischief
  - Burglary of Motor Vehicles
  - Meet Complainant
  - Missing Person
  - Minor Accidents



# KPMG Recommendations – Continued



- Divert to Other Agencies:

23 – Parking Violations

37- Street Blockages

6F – Fire Works Disturbance

6M – Loud Music Disturbance

PH – Panhandler

SIP – Sleeping In Public

22 – Animal Disturbance

46 – CIT

46A – CIT w/Ambulance

DH – Drug House

OADS – Open Air Drug Sales

33 – Prostitution

24 – Abandoned Property

TOW – Tow Repo



# What Has Been Done



- Parking Violations and Street Blockages were transferred from DPD to Transportation. Forecasted savings of:
  - 6.5 sworn officers
  - \$878,450
  - 13,500 patrol hours
- Calls diverted to DORS and phone reports in 2022 led to an estimated savings of:
  - 24.6 sworn officers
  - \$3,324,606
  - 51,188 patrol hours
- Right Care teams created to assist with mental health calls
- New tow process went live on May 2, 2023 – Auto Return



# What Has Been Done - Continued



- Kiosks installed at the Dallas Police stations.



# Call Types Being Reviewed for Future Consideration



- KPMG recommendations under evaluation:
  - Stolen vehicles (UUMV)
  - Robbery reports
  - Loud music
  - Animal disturbance
  - Meet complainant
- Other call types:
  - Burglary of Business – no suspect
  - Burglary of Residence – no suspect

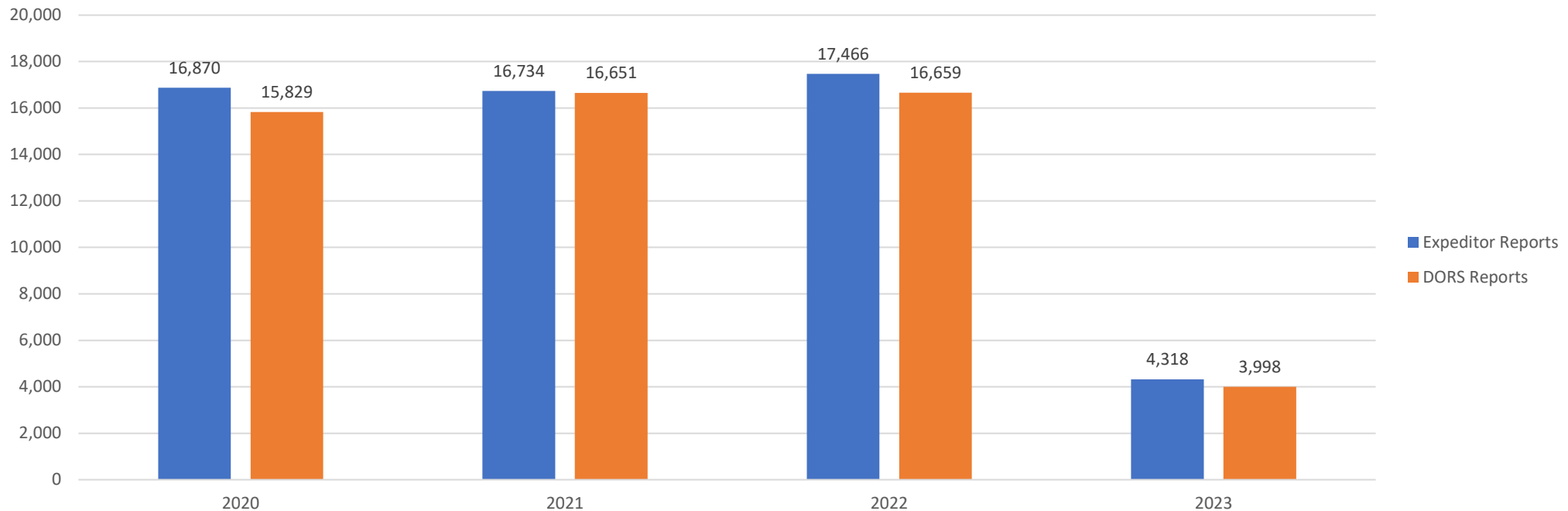




# Use of DORS and Phone Reporting Remains Low

- 2023 Diversion Rate: 6% of all calls dispatched
- Desired Diversion Rate: 100% of all eligible

DORS and Expeditor Reports Filed



# Recommendation to Reduce Police Response Times



- Require the use of DORS, phone reporting and the new computer access at the sub stations to file police reports for calls already approved for reporting online or over the phone beginning June 1, 2023.
  - Minor Accident (no injuries, vehicles drivable, and information exchanged)
  - Theft
  - Burglary of Coin Operated Machine
  - Burglary of Motor Vehicle
  - Criminal Mischief



# Benefits of DORS, Phone Reports and Other Strategies



- Citizens efficiently complete reports online or over the phone.
- The same investigative process as if an officer arrives to take a report.
- Expanding the use online, phone and other strategies will improve response times for high priority calls.
- Forecast of 135,000 patrol hours saved per year.
  - Equates to 65 sworn officers or \$8,784,527.00 per year.
- Violent crime grid expansion.





# Comparable Cities



- Cities that offer online, phone and/or substation reporting as the primary method of filing police reports for low priority calls:
  - Los Angeles
  - Phoenix
  - San Diego
  - Houston
  - Austin
  - Fort Worth
  - El Paso



# Next Steps



- Obtain feedback from this committee.
- Begin a public education campaign May 2023.
- Training of DPD staff.
- Evaluate the ongoing results of the initiative for continued improvements.
- Begin the updated reporting procedures on June 1, 2023.
- Return to this Committee in six months to provide a status and possible additional recommendations.





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