

# Memorandum



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

A handwritten signature in cursive script that reads "Eric D. Campbell".

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  
March 23, 2015



[www.dallaspolice.net](http://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" value="v"/>	<input type="text" value="v"/>
Cleared by Exception	Exceptional Clearance Date	Situation Found	Case Status	
<input type="text" value="v"/>	Show Calendar <input type="text" value="15"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	
Location Given By Dispatcher	Hate Crime			
<input type="text"/>	<input type="checkbox"/> Related Type <input type="text" value="v"/>			
Arson		Companion Number		
<input type="checkbox"/> Related	Code <input type="text" value="v"/>	Damage Value <input type="text" value="v"/>	<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 City: DALLAS State: TX ZIP: 75244  
 Apt. / Unit #: District: JENNIF Beat: 556  
 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/Time Approved: 02/05/2015 00:52  
 Level 3: Level 4: Date Assigned:

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

Virtual Viewer - Public Access

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

AgencyWeb© All rights reserved. ©2009 Orion Communications, Inc.

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 BUSINESS ADDRESS:  
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 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

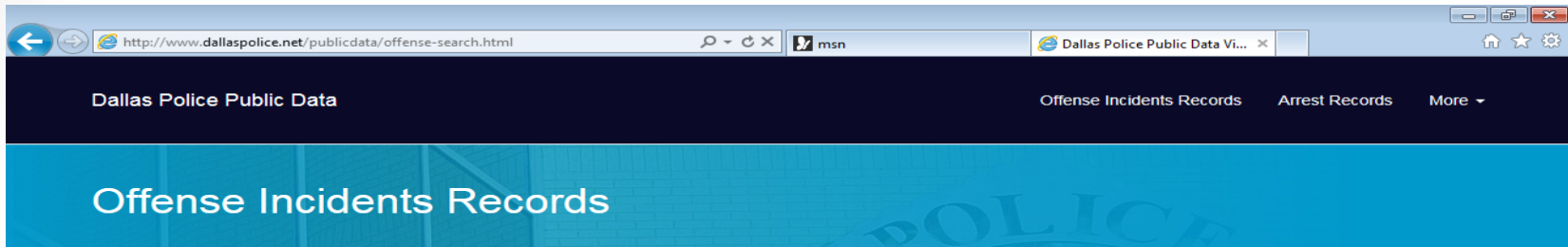
1. New “Public Portal”
2. Dallas Open Data Portal

# 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"/>	
<input type="button" value="Submit"/>								

*Last, First, (Middle)*



# New Public Portal

## Report Screen

Dallas Police Public Data

Offense Incidents Records Arrest Records More ▾

Dallas Police Department Reports

Offense Record for Public Release

<b>INCIDENT #:</b> 287859-2014	<b>UCR CODE:</b> 0512	<b>AS SIGNAL:</b> 11B - BURG OF BUS	<b>Offense Date:</b> 12/02/2014
<b>BEAT:</b> 325	<b>REPORTING AREA:</b> 1244	<b>WATCH:</b> 1	<b>Dispatched At:</b> 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 Method:** Pried

**Entry Point:** Door

**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



Catalog Developers Sign Up Sign In f t v

## Dallas Police Public Data - RMS Incidents

Find in this Dataset    
 Manage More Views Filter Visualize Export Discuss Embed About

	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	N/A		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	Motor Vehicle		7316	FOXWORTH DR	7316 FOXWORTH DR		
18	Residential Property Occupied/Vacant		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	N/A		2328 W	ILLINOIS AVE	2328 W ILLINOIS AVE		
22	Business Office		10430	SHADY TRL	10430 SHADY TRL		
23	N/A		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).