#### Memorandum

DATE June 7, 2019

CITY OF DALLAS

<sup>TO</sup> 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

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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



#### **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



#### **Background/History**

Municipalities currently using the LexisNexis platform:

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



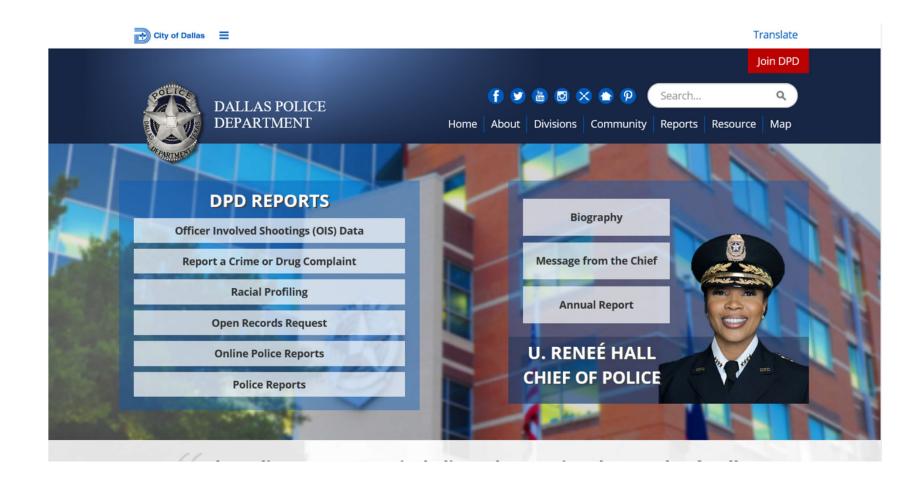


#### **Program Overview**

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.







#### **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</li>
- Fraud
- Graffiti
- Harassment
- Theft
- Theft of Property <2500
- Theft of Service <2500</li>





#### 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.

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#### **Program Overview**

Process for Submitting a Report

- Reporting Person goes to <u>www.DallasPolice.net</u> 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.



## **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.



## **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.

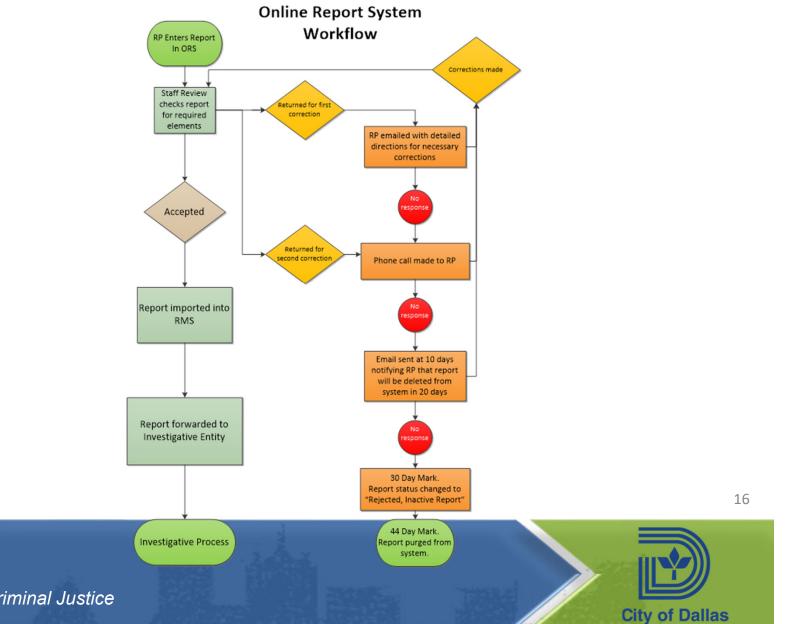


## Supplement

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



# **Appendix 1**



Public Safety and Criminal Justice