



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



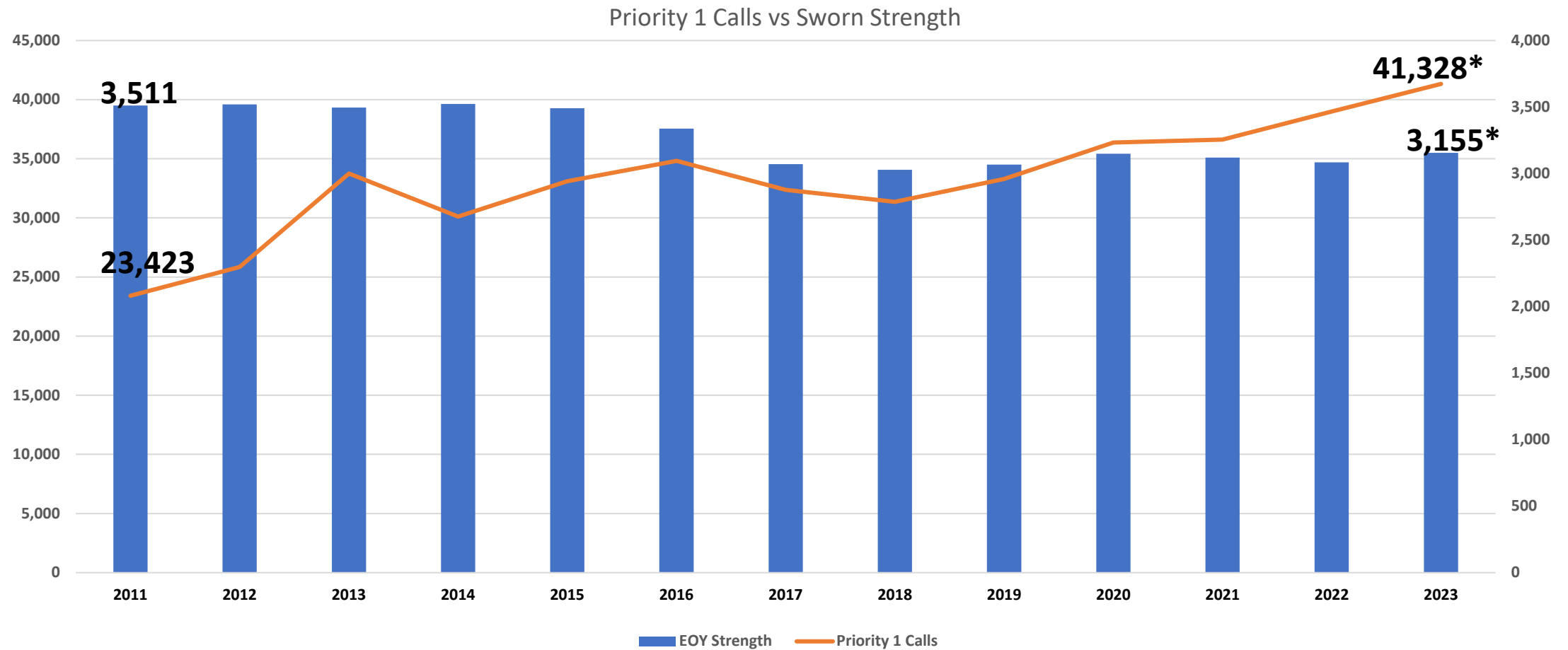
- The increase in high priority calls is a contributing factor for increasing response times.

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

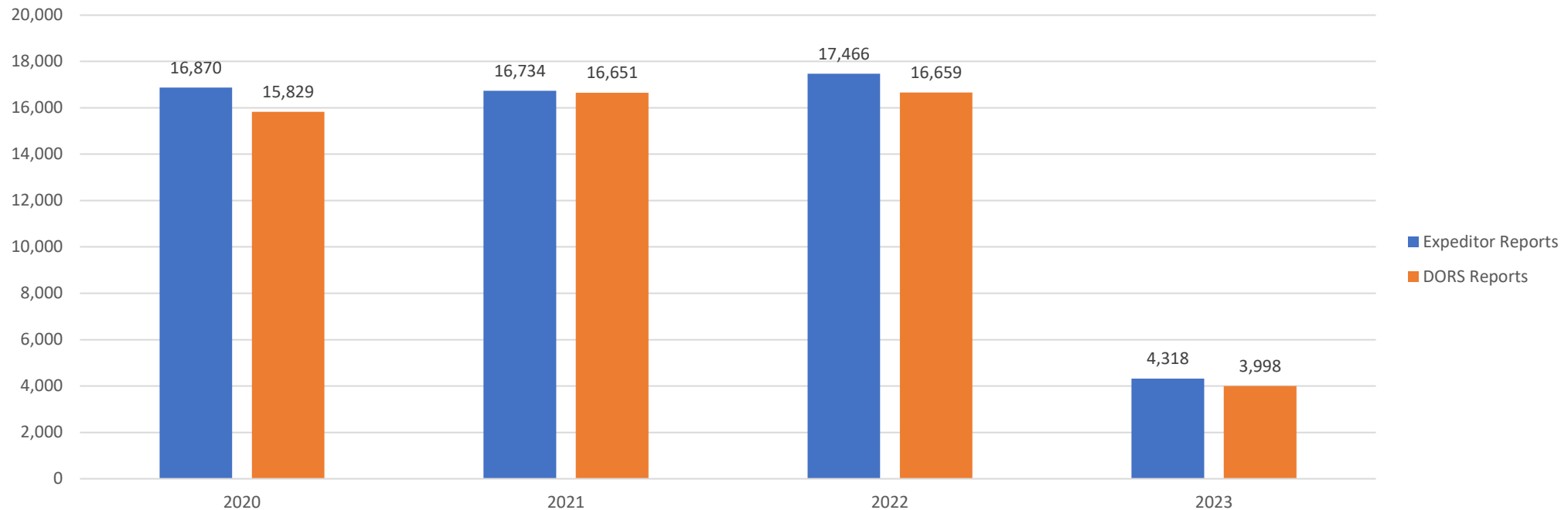


Use of DORS and Phone Reporting Remains Low



- 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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