



City of Dallas

Call Diversion through use of Online and Phone Reporting Options

**Public Safety Committee
January 11, 2021**

Robert Uribe, Communications and
Technology Administrator
Police Department
City of Dallas

Israel Herrera, Major
Police Department
City of Dallas

Presentation Overview



- Online/Phone Reporting Background
- Cities Using DORs/Call Diversion
- Current DPD DORS Eligible Reports
- Efficiencies Gained Through Call Diversion
- Staff Recommendations
- Questions



Online/Phone Reports Background



- DPD Expeditors have been taking reports over the phone since the late 80's.
- One of the top 10 recommendations from the 2019 KPMG study was to conduct an operational review of dispatch, to include staffing, scheduling, call grading, and processes.
- June 2019 Dallas Online Reporting System (DORS) added to reporting options.
- March 2020, COVID-19 Departmental protocols recommend DORs/Expeditor referral for eligible calls to prevent the spread of the COVID-19 virus.



Online/Phone Reports Background - Continued



- June 2020 Interference with Child Custody Added at request of Youth Division.
- September 2020 KPMG study recommends that DPD focus on online and phone reporting for efficiency gains in patrol response.
- FY20/21 Budget commitment to respond more efficiently to high-priority calls and free up resources for other efforts through continued implementation of staffing studies recommendations.
- Public Safety/Council briefed on call diversion as part of crime reduction strategy updates in 2020.
- January 1, 2021 unauthorized/incorrect internal memo released to Communications staff.



Cities Using Online Reporting Diversion



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



Current DPD DORS Eligible Reports



1. Accident (Minor no injury)
2. Burglary of Coin Machine
3. Burglary of Motor Vehicle
4. Credit/Debit Card Abuse
5. Criminal Mischief
6. Graffiti
7. Harassing Phone Calls
8. Identity Theft
9. Interference with Child Custody
10. Lost Property
11. Reckless Damage
12. Theft
13. Theft of Service
14. Theft Shoplifting



Efficiencies Gained Through Call Diversion



- Provide citizens an enhanced level of service via efficient options to complete reports through Expeditors or DORs for eligible call types.
- Increase Patrol Officer availability for higher priority calls.
- Increase the percentage of Expeditor/DORs call from 7% to 11% of all calls for service.



Efficiencies Gained Through Call Diversion- Continued



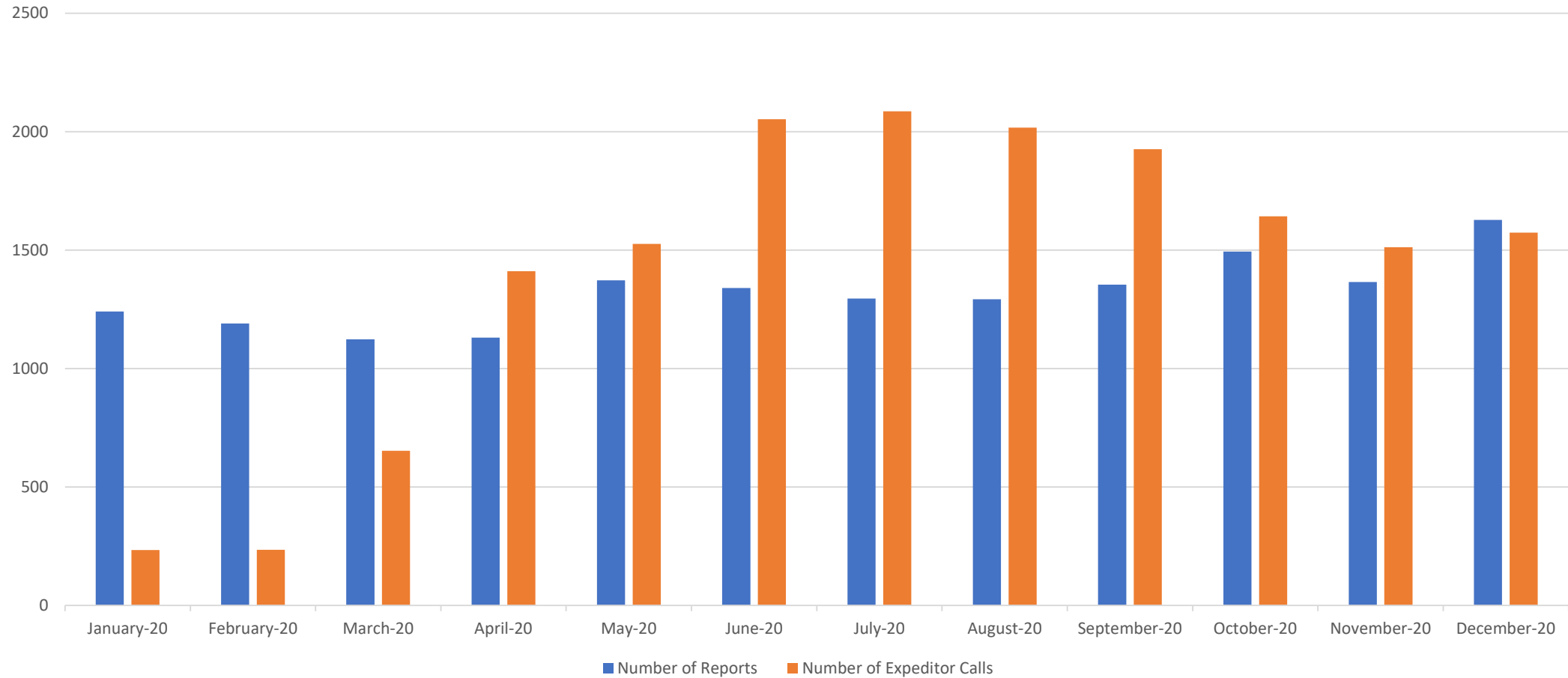
- Citizens complete DORS eligible reports within 20 minutes on average vs waiting longer for an officer to respond.
- Online reporting may increase the likelihood that crimes will be reported.
- Increase patrol availability for higher priority calls and for proactive community policing.
- At the current 7% usage of DORS and phone reports, it is estimated the patrol hours saved equates to 55 patrol officer FTE's.
- The goal for 2021 is to increase citizen usage of available call diversion options (DORS/Expeditor) to 11%. By accomplishing this goal, it is estimated that it could lead to an efficiency gain from 55 to 80 patrol FTE's.



DORS/Expeditor Reports – 2020



2020 DORS/Expeditor Calls



Staff Recommendations



- To expand the promotion of the existing options to report crimes through DORS and Expeditors, staff recommends the following:
 - Launch a 60-day public notification, engagement and education campaign.
 - NPO will assist with briefing HOA's, multi-family communities, PID's, business and various community groups.
 - Online tutoring sessions under development to be held bi-weekly. (Spanish and English)
 - Senior Affairs Commission will assist with outreach and messaging.
 - DPD Public Information Office will develop video campaign.
 - The DORS site will be updated for improved user experience.
 - Patrol officers and Communications will receive updated training.



Staff Recommendations - Continued



- Call takers will promote the use of DORS and Expediters to callers for those nonviolent offense reports that are eligible.

Exceptions that will require officers to be dispatched:

- Any time, a call taker hears an ongoing disturbance or distress.
- No internet access availability
- Visually or hearing impaired or intellectual disability
- DORS is down and report cannot be made through expeditor unit
- Expediter unit is closed, and report cannot be made through DOR
- If a citizen prefers to wait for an officer to respond, one will be dispatched.



Staff Recommendations - Continued



- Monitor the effectiveness of call diversion to assure patrol response time and efficiency goals are being met.
- The Department will continue to evaluate the effectiveness of sending officers to DORS and Expeditor eligible calls as referenced in the FY20/21 Budget Executive Summary.
- Should a change in process be recommended for additional diversion opportunities, the Public Safety Committee will be notified.





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