



Enterprise Public Safety

Powerful Solutions for Modern Agencies

Modern Solutions for Every Agency

In mission-critical situations, it's essential for command staff, telecommunicators, support staff, and first responders to respond quickly and save lives. While the need for public safety services is universal, each community is different. What's right for one community might not fit the needs of another. That's where Tyler Technologies comes in.

Tyler's public safety solutions were designed to manage the ever-growing workload and constantly evolving needs of modern public safety agencies. Offering multiple solutions for 911 communication centers, law enforcement agencies, and fire and EMS departments, Tyler empowers public safety agencies with the right tools to create safer communities.

With an exclusive focus on the public sector, Tyler offers a variety of public safety software solutions to fit the needs of all communities. Metropolitan areas with populations upwards of one million to rural counties that cover thousands of square miles all need public safety services, but not necessarily the same set of tools.

Tyler's multi-jurisdictional and integrated public safety solutions include computer aided dispatch (CAD) for law enforcement and fire, records management for law and fire, powerful analytics for improving transparency and effectiveness, mobile apps to do more anywhere, anytime, electronic citation and crash capabilities for law enforcement, pre-plans and digital inspections for fire and EMS, civil citation payment collection capabilities, corrections, civil processing, and more.

These robust solutions are configurable and scalable, so every agency has the right tools to meet the needs of their community.

Dispatch Solution for Modern Agencies

As 911 professionals and first responders know, it's vital for robust CAD systems to have equally strong mobile CAD systems for the real-time leveraging of data in the field, which is what agencies receive when selecting Tyler.

With industry-leading dispatch tools for telecommunicators and first responders in the field and on the scene, Tyler's fully integrated dispatch solution has what agencies and communication centers need.

Enterprise CAD for Law Enforcement, Fire, and EMS

Enterprise CAD is a leading, fully integrated, multi-jurisdictional, and comprehensive enterprise system designed by telecommunicators for telecommunicators.

It takes the functionality all call takers and dispatchers need — creating calls for service, obtaining an address, collecting all call details, and routing first responders — then enhances that basic functionality by using data to send an intelligence-based response.

The screenshot displays the 'CPS #957 - Default Entry' window. The 'Call Location: Verified Location' field is populated with '10575 NE 12TH'. Below this, 'Domino's Pizza Downtown' is listed as the address, with a note 'No Cross Streets Found'. The 'Qualifier Venue' is set to 'BE' with an 'Override' option. The 'Location Type' is 'Address'. The 'In Progress' status is set to '2'. The 'SECURITY, ADT' service is selected, with a phone number '(555) 555-1234' and an extension. The 'Audible alarm foyer motion' is noted. The 'Narrative' field is empty. The 'Alerts' section shows 'Aid - Non Emergency' and '(Alarm)'. The 'Unit Recommendations' section is visible. The bottom status bar shows 'Alarm' and 'Aid - Non Emergency'.

Report	Impound	Permits
BOLO	Tow	Hydrants
1B1	Enroute	01:28
E1	Dispatched	01:20

Telecommunicators utilize Enterprise CAD's user-friendly interface to streamline the call entry process.

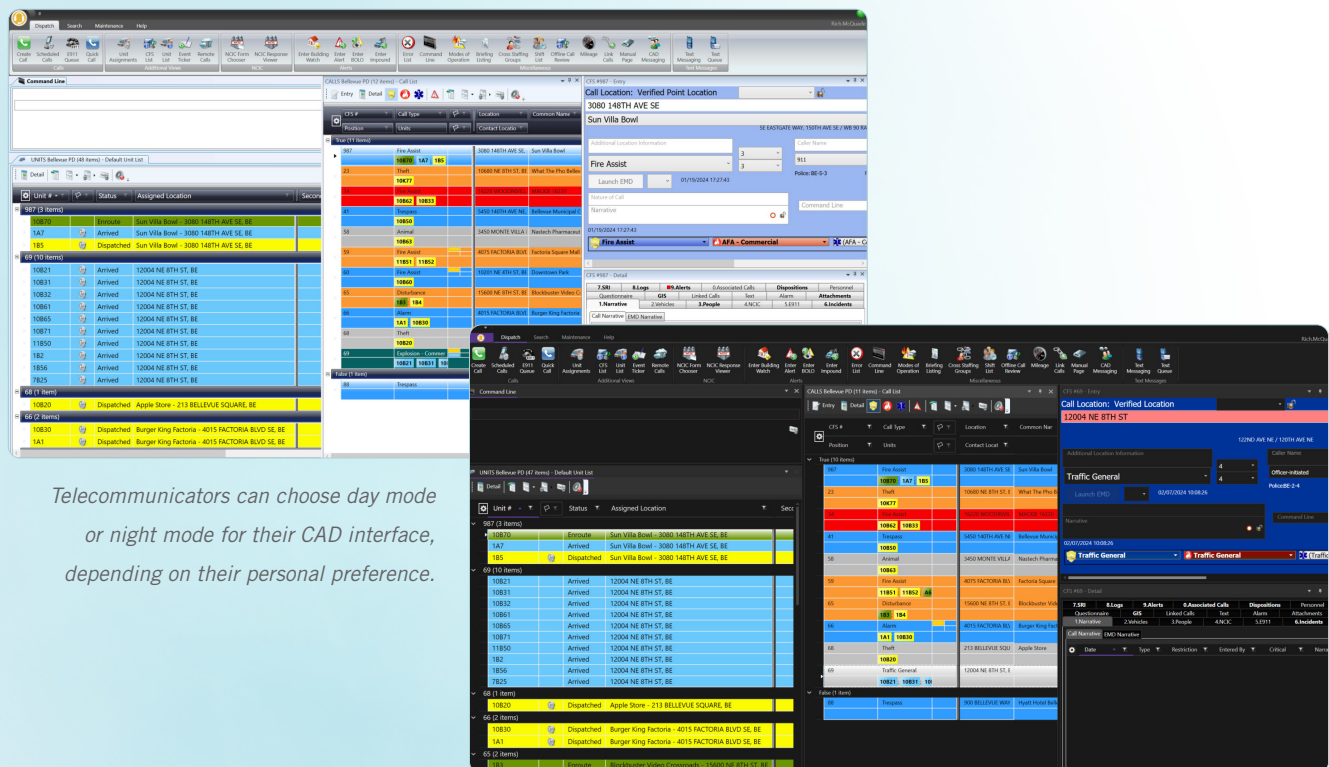
Configurable Workflow by Role

Highly configurable with an intuitive workflow, Enterprise CAD allows users to view screens based on workflow and role. Users can determine what information they want to see — and how they want to see it — by configuring views and layouts that highlight data that is most important to their roles.

Enterprise CAD also has several features for users to work the way they want to work. Whether that means telecommunicators do everything from the command line or using their mouse, the workflow of Enterprise CAD is designed to cater to how individuals want to interact with the product.

Telecommunicators can even customize their CAD interface by choosing day mode or night mode display to reduce eye strain and ensure their dashboard is easy to view.

With this tool, dispatchers, call takers, and administrators see what they need to see and make data-driven decisions.



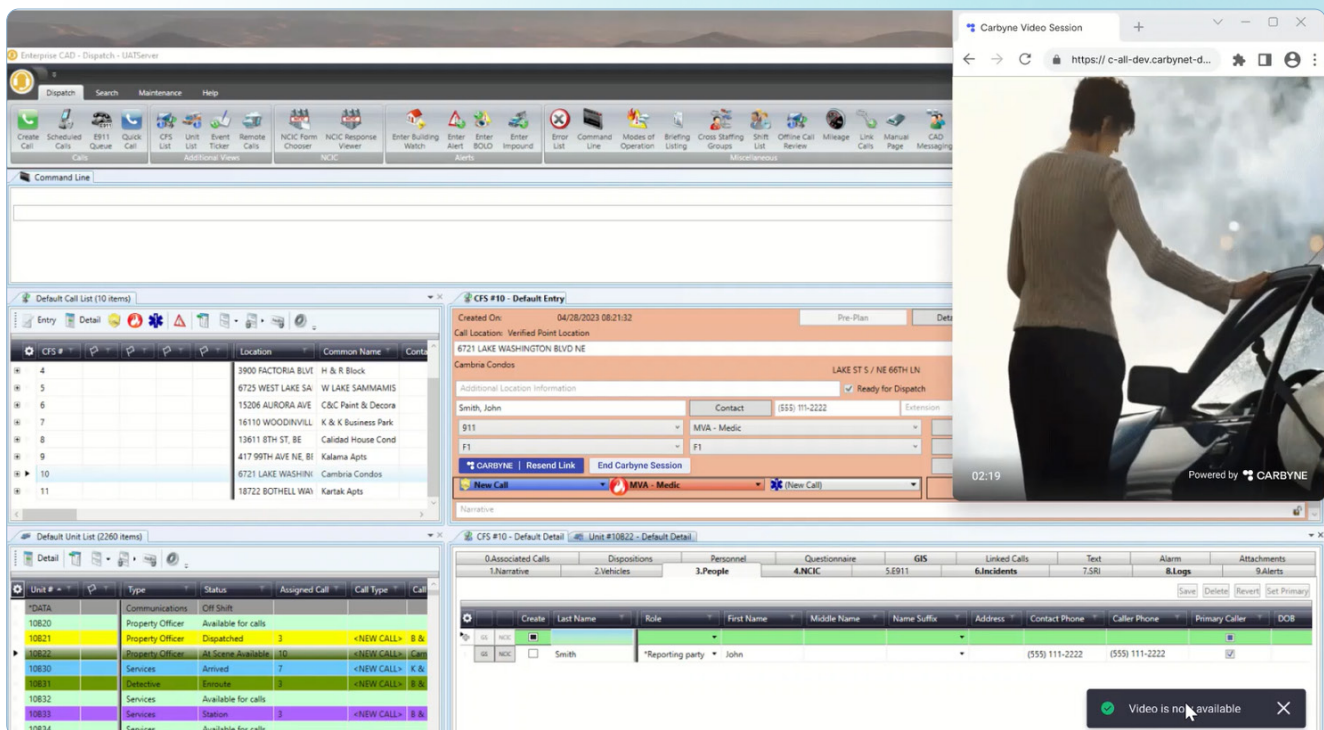
Enhancing Call Taking With Live Video

Telecommunicators can get a first-hand look at the scene by receiving live video calls. Through a partnership with Carbyne, a leading provider of public safety communications, Carbyne's Emergency Communication as a Service (eCaaS) technology integrates with Enterprise CAD, standardizing video calls and providing dispatchers with live, actionable data leading to more efficient and transparent operations.

With this integration, callers receive a link from the telecommunicator they're speaking with, which allows the callers to opt into the live video sharing. Adding video to calls for service can help 911 centers ensure rescue responses are what's needed most for the emergency at hand.

In addition, Tyler clients also benefit from Carbyne's Responder Connect functionality, which allows first responders to receive a direct video view of the incident via a mobile device. With Responder Connect, agencies can:

- Respond faster
- Provide an effortless experience for the caller
- Improve first responder safety
- Increase situational awareness for responders in the field



Telecommunicators can view their CAD dashboard along with incoming live video at the same time.

Improving Safety and Awareness With Robust Data Access and Mapping

Accessing, inputting, and sharing data without delay is easy with Enterprise CAD. Real-time information is shared instantly, so first responders receive alerts while en route or on the scene that could impact safety.

Built-in automatic vehicle location (AVL) functionality helps telecommunicators and first responders see where all units are located in the field. This improves situational awareness and helps dispatchers send the best response to an emergency instantly.

Tyler partners with Esri to deliver the industry-leading GIS capabilities to first responders. With this mapping technology, dispatchers can quickly and easily route units to the scene by going through instant calculations that factor in vehicle size and weight along with pertinent road or bridge factors. This means first responders avoid potential road hazards, and call takers provide accurate estimated time of arrival (ETA) data.

With these capabilities, telecommunicators can remove manual processes and improve response times.

Real-Time Access to Critical Information With Mobile CAD

Easy access to real-time CAD data in the field is critical for a fast and efficient response. With **Enterprise Law Enforcement Mobile** and **Enterprise Fire Mobile**, this expectation is taken to the next level for first responders, dispatchers, and civilian staff.

Tyler's mobile solutions were designed for a mobile workflow. As reports are created, before they are even officially submitted, they are synced and available in an agency's records management system.

This workflow helps:

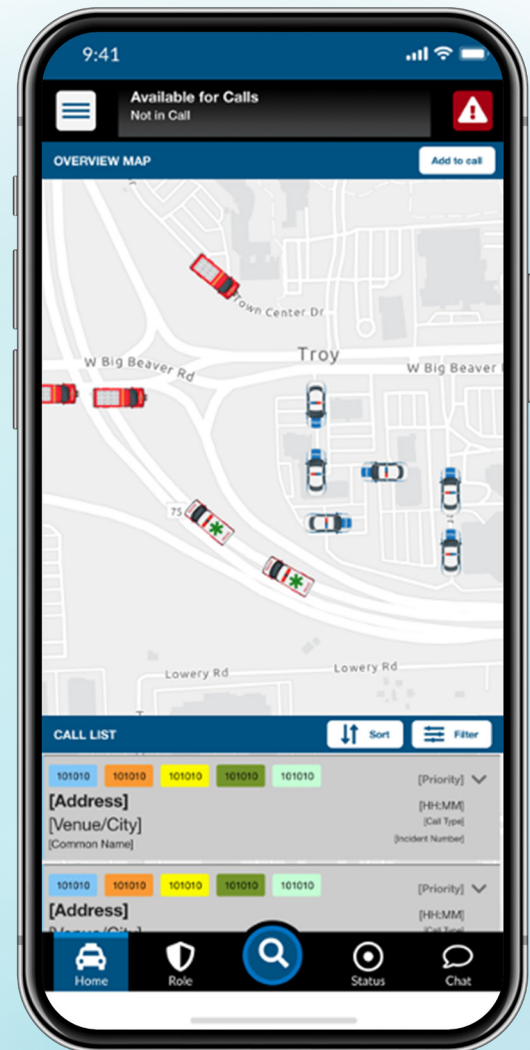
- Officers **stay ahead of information** when interacting with an individual in any situation with alerts from Enterprise Mobile — even if the individual is involved in a pending report
- **Increase the accessibility** of vital information no matter how the system is queried
- Records staff see information entered from the field as it happens and **keep better track of evidence**

Improve Situational Awareness With Geofencing Capabilities

When an officer is assigned to a call for service and the status of his or her patrol unit is en route, with geofencing, the status will automatically change to 'at the scene' once the patrol unit is within 200 feet of the address. This prevents officers from taking their eyes off the road and updating their status.

Geofencing also assists first responders with alerts that can:

- **Notify units** when they get within 500 feet of one another or enter known gang territory
 - © Undercover units benefit from this capability as it alerts other officers to their situation and keeps vital information off the radio.
- **Determine offense type** for accurate documentation in citations or arrests
 - © In an instance where an officer makes a traffic stop and discovers an additional violation during the stop — perhaps the discovery of narcotics — geofencing can be configured to notify the officer if he or she is in an area where the offense type is more severe (such as if the driver is in a school zone). This is based on the radial proximity drawn around the area.
- **Provide instant critical data**, including premise history, prior incidents, and known hazards, helping fire and EMS responders know to wait for law enforcement in certain circumstances.
 - © NCIC critical alerts also improve safety by automatically alerting other units when an officer is dealing with a wanted or known felon.



Telecommunicators can view real-time location of all units on a map, allowing them to send the nearest unit to the scene of an emergency.

Access Data Anytime, Anywhere With Mobile Apps

Real-time access to mission-critical information is vital in public safety. With **Enterprise Law Enforcement Field Mobile**, first responders, dispatchers, and command staff have instant access to all details pertaining to calls for service.

With Enterprise Law Enforcement Field Mobile, safety and efficiency are improved for officers and command staff with constant access to real-time CAD functionality and role-based data. This mobile app extends access to information beyond mobile data terminals and puts it directly into the hands of users via smartphone or tablet.

Benefits for Law Enforcement

Patrol officers, command staff, and telecommunicators work together but have different needs. While the primary needs are to keep the community safe, stay safe on the scene, and always have easy access to vital information, how that information is used by each role varies. Enterprise Law Enforcement Field Mobile intuitively meets the needs of each user based on the specific role.

With this app, officers receive immediate updates about an incident or call for service, they can silently request information or back up without returning to the patrol car, and they have powerful situational awareness.

Command staff uses the app to view real-time positioning of all units and officers from any location. They can also receive push notifications and alerts, which reduce the need for constantly monitoring email or radio channels.

Dispatchers and CAD administrators benefit from Enterprise Law Enforcement Field Mobile as it allows them to focus on critical activities that extend beyond fulfilling information requests.

Records Management for Every Agency

Enterprise Law Enforcement Records is a browser-based, comprehensive, and highly configurable solution designed to work the way agencies need it to work. It was built using three decades of input from records management system users who know what works best in a busy records department.

User-Level Configuration for Better Workflow

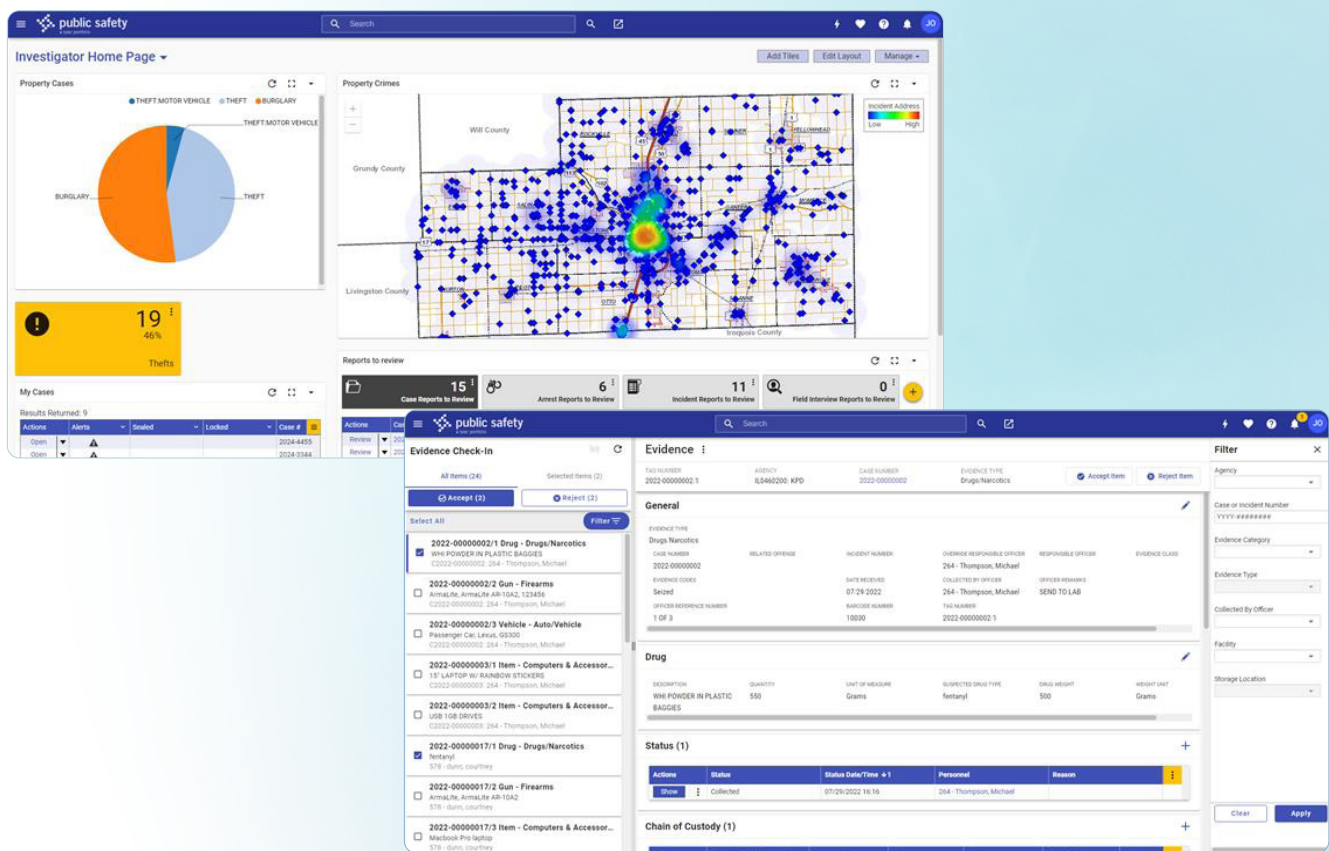
Every agency using Enterprise Records can configure the solution to meet their needs. That means down to the user level, records staff can hide or move fields, add user-defined fields to any screen, track specific information pertinent to their role, and build and order search screens to meet their preferences. With this capability, users spend less time searching for and reordering information and more time focusing on their actual roles.

In addition, Enterprise Records has built-in best practices that adhere to state and federal compliance, which means agencies can spend more time configuring the solution to meet their unique needs and are not bound to pre-set rules or workflows.

Accessing and Sharing Data, Even in Real Time

Browser-based Enterprise Records was built with powerful search engines that can rapidly filter through all information housed in the system within a fraction of a second. This information is returned in user-defined fields, which makes it easy for sorting and retrieval. With these capabilities, self-sufficiency among staff is improved as they are more equipped to access data without the help of IT.

As soon as data enters Enterprise Records, it becomes accessible by other users, even if the record is not fully approved by a supervisor. This helps expose information going into the system and what's happening in the community, which empowers agencies with improved workflow and self-sufficiency.



Officers can securely collect, store, and analyze data to identify crime trends easily through heat maps and digitally generated reports. This can help law enforcement accurately identify and target hot spot areas.

Rethinking Police Reports

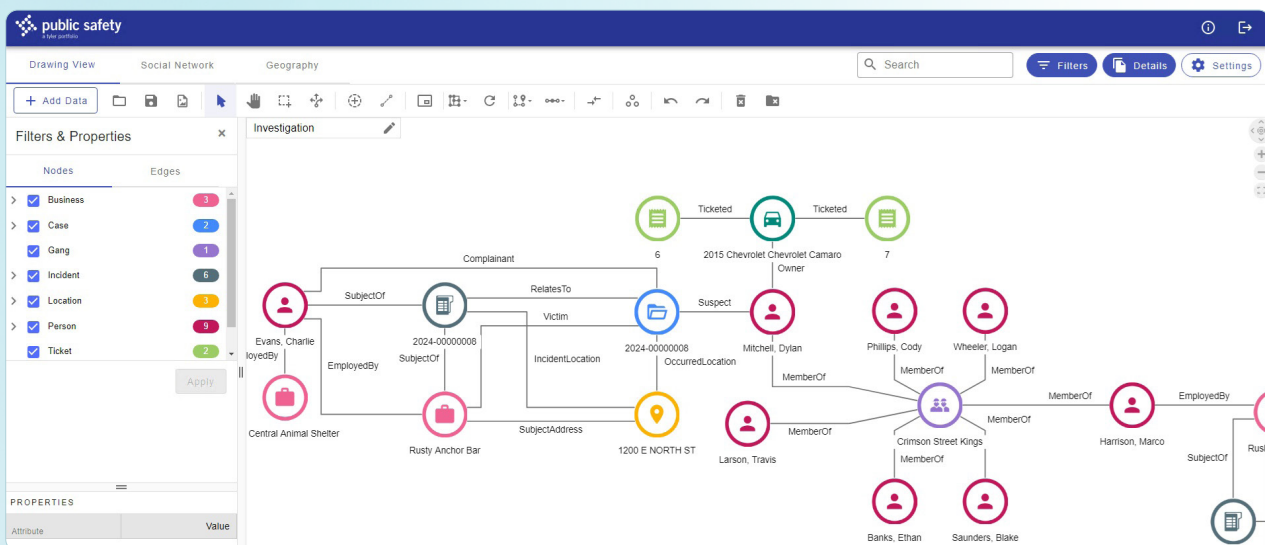
An intuitive Report Writing tool aims to streamline the report-writing process for law enforcement officers, reducing the time spent on paperwork and allowing for more proactive policing. This tool enables officers to write and collaborate on reports from any device, with or without an internet connection. By importing data from existing sources like CAD and records databases, it minimizes repetitive typing and improves accuracy. The tool also allows new information to be automatically updated in the Enterprise Records database upon submission, maintaining a single, accurate records source.

The Report Writing tool enhances efficiency by enabling officers to complete reports on the go and auto-populate necessary reports from a single data entry. It supports multi-officer collaboration on a single report, ensuring a comprehensive review process and eliminating conflicting reports. Seamlessly integrating with Enterprise Records, helps maintain consistency and compliance by reflecting new fields automatically and running error checks before submission. This cloud-based application sets a new standard in police report technology, ensuring continuous improvements and new features to support community safety.

Make Crime Analysis Easier Than Ever Before

This real-time data access also helps improve officer safety and communicate information to the public faster. Tyler's Link Analysis solution eliminates the need to build laborious crime analysis boards to save agencies time when it's needed most during a criminal investigation.

Link Analysis helps public safety personnel establish connections between suspects, property, incidents, and previous criminal history to help reveal connection that might not be obvious or apparent. For instance, Link Analysis will automatically show all elements connected to the case using an agency's data. Equipped with several visual perspectives and dynamic graph layouts, Link Analysis helps users see and understand information in different contexts.



Agencies can gain insight into possible connections in an investigation by viewing the 'whole picture' at once with Link Analysis.

Tyler's Fire & EMS Suite

Protecting life and property is at the center of what every fire crew and first responder works toward. With **Tyler's Fire and EMS suite**, agencies can utilize industry leading solutions for fire prevention, response, records, and reporting needs.

Tyler Technologies is committed to helping fire and EMS departments protect life and property by providing them with the tools they need to:

- Improve prevention, response, records, and reporting methods from start to finish
- Communicate with the variety of solutions used by crews and first responders for a seamless experience
- Mitigate risk and collect necessary information for reporting standards
- Rest easy at night knowing the job is done

Mitigate Risk and Safeguard Life and Property With Fire Prevention

Inspections and pre-incident planning solutions are vital for fire departments of all sizes as they work to prevent fire emergencies.

To ensure fire crews have access to easy-to-use comprehensive tools for data collection during inspections and pre-incident planning, Tyler offers **Fire Prevention Mobile** and **FlowMSP**. These tools help departments mitigate risks with building inspections and pre-plans.



Fire Prevention Mobile

Fire departments complete more inspections, reduce risk, and eliminate paper processes using Fire Prevention Mobile's suite of cloud-based mobile apps for inspections and pre-planning.

These mobile apps help strengthen fire prevention, emergency response, and structural safety efforts in the community by streamlining the inspection process. To do this, these mobile apps digitally capture information onsite and ensure users have configurable settings for their state and local fire codes.

To ensure efficiency and provide agencies with an unmatched level of completed inspections and time saved, this fully integrated, cloud-based suite is tailored to meet the needs of and support a diverse range of roles including fire marshals, first responders, fire inspectors, system contractors, and more.

Plus, Fire Prevention Mobile integrates with Tyler's Enterprise CAD solution and shares pre-plan information such as onsite hazards, construction characteristics, and suppression systems, as well as building access and contact information, providing responders with on-scene mission-critical information. Data is also easily integrated with dispatch, records, and finance solutions used by departments.

← Edit Code SAVE

No Status ☐ Pass ☐ Fail ☒ N/A ☐

IFC 2021 • CHAPTER 5 FIRE SERVICE FEATURES • 505.1 Address identification. ▾

Code Summary
New and existing buildings shall be provided with approved address identification. The address identification shall be legible and placed in a position that is visible from t...



Floor ▾


Location
Front Door

Template Comments ▾

Additional Comments
Address identification characters shall contrast with their background. ×

Insert full code text in report ☐

Photos (1)  

 ×

Fire Inspectors can write citations and send them digitally to the property owner, as well as store them for later review to ensure violations are being addressed promptly.

FlowMSP

Pre-incident planning is crucial for building safer communities, but it can be time-consuming and tedious. Tyler partners with FlowMSP to make this process easier for fire crews.

FlowMSP is a task-specific pre-plan tool designed to eliminate obstacles and enhance pre-planning efforts, especially for departments that do not have dedicated fire prevention staff. Knowing that the primary users of FlowMSP are fire crew members and not fire inspectors, these tools are designed to easily collect critical building information and use that data for a more informed incident response.

Fire departments and fire crews using FlowMSP help reduce risk to property and life as it collects necessary biographical data on an app, providing instant access to the following:



**BUILDING
DETAILS**



**HYDRANT
LOCATIONS**



**ROOF MATERIAL AND
SPRINKLER SYSTEM
INFORMATION**



**OCCUPANCY
SITE DETAILS**



**UTILITY
LOCATIONS**

Fire crews can do away with paper copies and digitize their processes, allowing departments to collect, store, and retrieve pre-incident data from their records management system during an incident with FlowMSP. In addition, FlowMSP enables more targeted pre-planning for maximum impact. Together, Fire Prevention Mobile and FlowMSP reduce time on scene and help keep firefighters safe.

With Fire Prevention Mobile and FlowMSP working together, departments have powerful tools to reduce risk to life and property and keep fire fighters safe on scene.



Fire crews can access mission-critical details about a building before even arriving on the scene by utilizing pre-plans with FlowMSP.

Arrive Safer and Better Prepared

While fire crews and first responders are committed to keeping community members safe, it's also important that fire departments have access to tools that keep these individuals safe while they're on the job.

With in-depth response plans and access to feature-rich incident, location, and personnel data, fire departments using Tyler's Enterprise CAD, Enterprise Mobile, and Enterprise Fire Field Mobile solutions keep crews safe.

Enterprise CAD

Enterprise CAD is the go-to dispatch solution for public safety agencies in the United States known best for enhancing response times and equipping 911 call centers with the most reliable technology on the market.

Call takers and dispatchers have real-time access to data and powerful mapping capabilities, so the best response is always possible with Enterprise CAD.

Enterprise Fire Mobile

Specifically for fire crews, Enterprise Fire Mobile provides full access to all dispatching information and it's easy to use via laptop or tablet. With this tool, fire crews can view all activities in real time, receive turn-by-turn driving directions, access hydrant location data, and utilize pre-plans and building information.



Enterprise Fire Field Mobile

Fire crews can expand the power of dispatch to all crew members with **Enterprise Fire Field Mobile**. By taking the power of dispatch and placing it on a smartphone or tablet, fire crews experience:

- Immediate access to incident summary reports, alerts, real-time information, and incident narrative
- View of map layers, GIS data, pre-plans, fire hydrant locations, and on-site hazards
- Instant access to role-based and mission-critical data
- Self-dispatching capabilities to an active call

Enterprise Fire Field Mobile extends information from CAD to fire crews and offers insight into an emergency from the moment crews suit up to head out to the call. Incident commanders, engineers, and even the battalion chief driving separately to the scene can access live CAD data directly from the app.

This information includes:

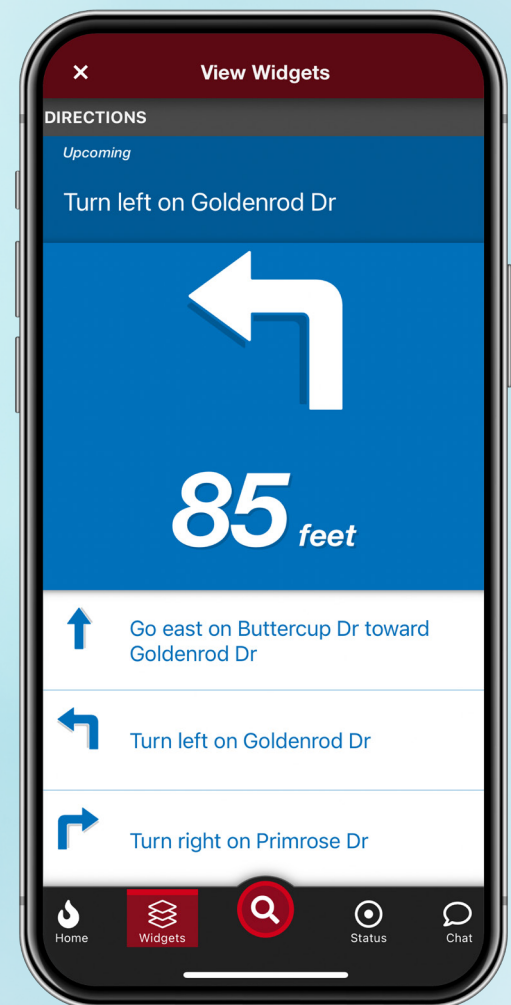
- Call location and call type
- Routing information
- Access to pre-plan information
- Updated, real-time call narratives and secure messaging
- Spoken commands for hands-free functionality

Gain Instant Access to Mission-Critical Data

Through a partnership with **Emergency Networking**, Tyler offers a complete fire and EMS records management suite aimed at helping crews spend more time responding to emergencies and less time on paperwork.

Administrators benefit from Emergency Networking's real-time access to consistent, centralized, high-quality data that helps them do their jobs more efficiently.

With the advanced analytics and ad hoc reporting capabilities, command staff have the tools they need to run reports, identify trends, and make more informed, proactive decisions.



Step-by-step mapping directions are available for units heading to the scene via smartphone or device.

The Emergency Networking suite offers today's public safety agencies the following modules:

- Patient Care Reporting (ePCR) for quickly and accurately completing runs while providing full customization and advanced reporting for administration
- Fire Incidents for documenting incidents that can be transferred to ePCR to save time
- Hydrants for tracking, mapping, inspecting, and servicing hydrants, plus reporting issues to utility departments for repairs
- Training for tracking crew and instructor hours, certifications, and classes to ensure compliance with state training requirements
- Inventory for tracking and documenting a station's inventory, apparatus, vendors, purchasing information, replacement data, scheduling, and documenting maintenance
- Checks to perform daily and/or weekly truck and equipment checks, request maintenance, and document maintenance requests on a tablet, computer, or phone
- Exposures for tracking exposure to hazardous materials and cancer-related preventative actions
- Analytics features for running reports and identifying trends to make proactive decisions

Emergency Networking meets all requirements for National Fire Incident Reporting System (NFIRS) 5.0 and National Emergency Medical Services Information System (NEMSIS) 3.5.

The screenshot displays the Emergency Networking ePCR interface on a tablet. At the top, a status bar shows 'LOGGED IN AS SEAN RAMSEY' and 'PCR #21-00000082'. Below this, a 'QUICK LOOK' section contains patient information: First Name (Joe), Last Name (Smith), Social Security Number (258-47-5862), Date of Birth (07/01/1969), Age (52), Race (White), and Gender (Male). Further down, there are fields for Medications (None), Allergies (Penicillin, Adhesive Tape), Pre-Existing Conditions (Select...), and Chief Complaint (Abdominal Pain). At the bottom, a 'Patient Acceptance of Care Signature' field is present with a 'TAP TO SIGN' prompt. The left sidebar features a navigation menu with options: ENcharge, COVID-19, START REPORT, Quick Look, Quick Action Buttons, Patient Lookup, Vitals, CAD, Attachments, Review & Send, New Fire Form, OPTIONS, and DONE AND SUBMIT.

Creating a ePCR report on scene is streamlined with Emergency Networking, allowing fire crews and ems personnel to collect medical data through organized prompts quickly and efficiently.

The Proven, Trusted Solution for Electronic Citations, Crash, Parking, and Stop Data

Enforcement Mobile is the one-stop-shop solution that covers the entire citation process from writing a ticket to collecting payment. It also collects data, streamlines parking enforcement processes, and writes crash and stop data reports.

Available on any iOS, Android, or Windows device, this industry leading solution meets any agency's needs for electronic citation, electronic crash, electronic parking, and stop data collection needs.



Electronic Citation helps officers save time by simplifying the citation workflow.

Streamline Traffic Stops With Electronic Citation

By utilizing the Electronic Citation module within Enforcement Mobile, officers can reduce the amount of time they spend on the roadside by writing a ticket digitally in just minutes.

Agencies can customize the citation workflow to fit their needs using the following methods of information gathering:

- Scanning or swiping the magnetic strip or barcode on a driver's license
- Scanning VIN barcodes and vehicle registration with a mobile device
- Capturing data using a keyboard, touch-screen, video, audio, photo, and fingerprints
- Sending citation data between devices

Citations can be issued via handheld device, tablet, laptop, or smartphone. Built-in, customizable forms allow users to adhere to state and local data requirements for information like demographics. Plus, users receive alerts for missing data, ensuring that all the required data is gathered during the citation process.

Citation data then securely transfers into the agency's records management system, court system, or other system, reducing the need for duplicate data entry, ensuring accuracy, and making the citation process as simple as possible.

Create Accident Reports With Electronic Crash

Electronic Crash within Enforcement Mobile simplifies the practice of creating an accident report right on scene. On any device, officers can collect and store photos of a crash scene, print and share contact and insurance information, create a tow slip for damaged vehicles, transfer data, and even print the report.

A user-friendly interface with drop-down boxes and pre-selected fields ensures essential data is gathered correctly and completely. Once reports are collected, Enforcement Mobile provides a complete workflow process for approvals, denials, submissions to the state, report modifications, superseding reports, and redaction. Electronic Crash interfaces with most public safety software applications, so the data transfers between systems hassle-free.

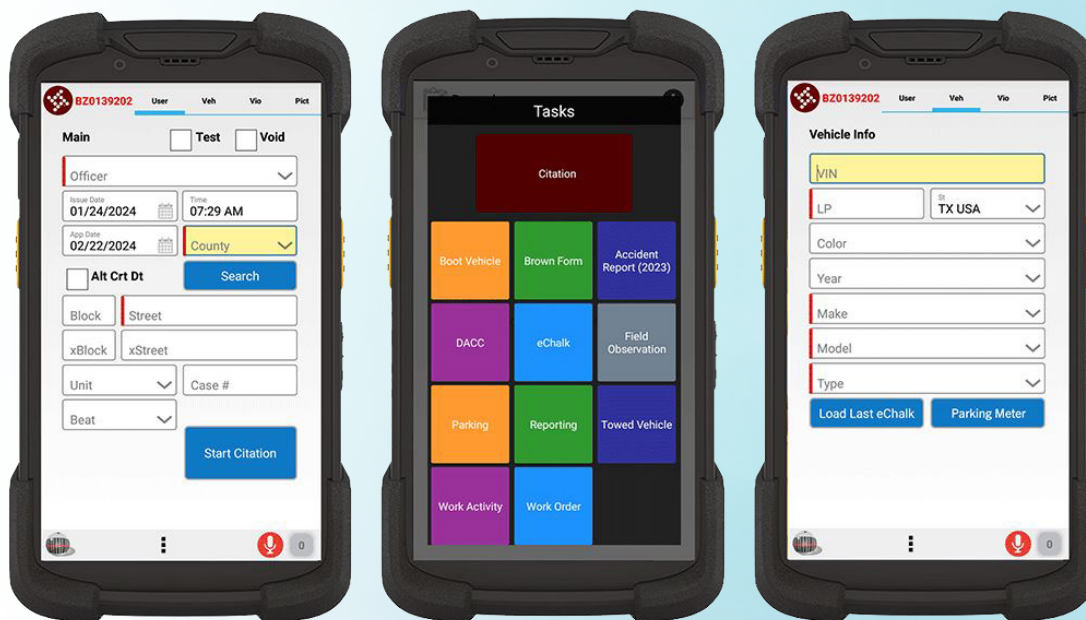
Streamline Parking Enforcement With Electronic Parking

Agencies utilize Electronic Parking with Enforcement Mobile to simplify parking enforcement processes by tracking violators more efficiently, issuing citations easily, and sending data digitally to court and law enforcement records systems.

Officers also benefit from electronic features like:

- Auto-filling of owner information from state DMV list, VIN, registration sticker, and/or query returns
- Identifies scofflaw violators for secondary procedures
- Electronic chalking capabilities

Users can change the look and feel of the interface and customize ticket printouts. It's easy to add new users and devices, and the back-end data collection and reporting capabilities are available in both hosted and locally installed instances to fit the needs of the agency.



Agencies can reinvent their parking enforcement process with the mobility capabilities within Electronic Parking. Navigating the user-friendly interface, officers can collect vehicle and meter details, and digitally write parking citations.

Collect Mandated Information With Stop Data

Many states require law enforcement to collect certain demographic information about citations issued. Stop data can also be used for reporting purposes so command staff can use the information to make data-driven decisions. The Stop Data module allows officers to collect demographic and related data required by state and local regulations. Required fields are made clear in the interface, and officer information and ORI auto-populate to expedite the process.

Data fields available within the Stop Data module are dependent on what each agency needs for reporting, but include:

- Duration of stop
- Stop as result of a call for service
- Result of the stop
- Reason for the stop
- Type of traffic violation
- Narrative (type or enter using voice dictation capabilities)
- Location information
- Perceived questions regarding race, gender, sex, age, disabilities, and language
- Person information

Additional Features and Benefits

Payments: With Payments for Enforcement Mobile, individuals can conveniently pay civil citations online at the time of ticketing, eliminating the need to visit a station or court. This cloud-based platform offers accessibility from any device and supports various payment methods, including Apple Pay and credit cards, while ensuring the highest level of security compliance. By streamlining the payment process, agencies can allocate staff resources more efficiently, allowing them to focus on essential tasks, benefiting both agencies and ticketed individuals.

Ad hoc reporting: The Electronic Citation module offers an ad hoc reporting tool allowing users to generate customized reports using Enforcement Mobile data. These reports can include insights such as top violations by month or citation counts by weekday or hour, presented in tables, graphs, maps, and other formats. The tool is versatile, offering both out-of-the-box functionality for most agencies and customization options to add unique fields, while allowing easy saving of templates for future use. Reports can be effortlessly downloaded, printed, or exported for seamless distribution.

Leverage Data for Actionable Insights

Public safety agencies generate vast amounts of data every year. Every call for service, report created, arrest made, and suspect booked creates some form of data, which is collected and stored. Accessing this data and turning it into actionable intelligence is easy with Tyler's **Public Safety Insights** solutions, which includes Law Enforcement Explorer, Law Enforcement Analytics, Citizen Connect, and Performance Dashboard.

Stay Informed With Real-Time Updates

Law Enforcement Explorer is a web-based data analysis product that works like common applications used by most individuals daily. This tool can be used by anyone in the department and requires little training.

With this tool, data updates continuously and allows users to set email alerts detailing daily, weekly, and monthly activity that happens at a specific address, beat, quadrant, or any geographic area within the jurisdiction.

Using Data for Better Accountability

Law Enforcement Analytics allows command staff to pull data that shows not only what's happening at the time, but compare data from day to day, week to week, month to month, and so forth. This data is easily shared across departments, allowing for full insight into what is occurring in the agency and the community.

Using these comparisons, command staff has visual representation of crime trends and patterns, which they can use to determine overall crime reduction and community safety.

These data capabilities also allow agencies to enact tactics and determine their impact, thereby improving efficiency, operations, and community safety.

Meet Expectations With Improved Transparency

With Citizen Connect, public safety agencies empower citizens to access the information they want, when they want.

This tool allows citizens to set up alerts on streets, addresses, or neighborhoods, so they are automatically alerted when specific crime types happen in the area.

Agencies benefit by empowering citizens to do more on their own, which means records staff have more time to work on other tasks.

View Integrated Data With Performance Dashboard

With Performance Dashboard, individuals from officers to command staff can create custom metrics to visualize information related to their roles. Performance Dashboard visually displays integrated data from Enterprise Records. Users can filter and explore pie charts, bar charts, and graphs to see the status of different metrics based on their visualization preference.

Performance Dashboard is also a proactive tool that empowers users to create alerts to monitor specific crimes or incidents. Once activated, the dashboard monitors the frequency of an event and informs users via secure email alerts when a threshold has been met. The Performance Dashboard alerts enable personnel to stay informed of event changes without actively checking the software daily.



Industry-Leading Comprehensive Civil Process Solution

Comprehensive resources, flexible configure capabilities, and effective execution are all chief features of **Civil Process**.

With Civil Process, civilian staff in public safety agencies can track court case papers and data, record service and payment activity, and reconcile financial data.

Public safety agencies using Enterprise Law Enforcement Records and Civil Process benefit from the integration capabilities surrounding these tools as they allow for users to access person and location data, including safety alerts. This integration also provides users with civil paper data, which increases opportunities to successfully and safely serve papers.



Industry-leading and Fully Integrated Corrections Solution

Tyler Corrections is the only fully integrated solution on the market. This system is built to match each jail's unique processes from the moment of go-live, which means Tyler Corrections fits exactly how any jail does business. This system all fully encompasses all aspects of the inmate's cycle from intake to release.

Fully Integrated With Public Safety and Court Systems

Tyler Corrections provides a direct link between public safety and court systems. It integrates with Enterprise Law Enforcement Records and Enterprise Mobile for Law, which allows field arrests to be sent directly to any jail running the Tyler system. This means officers spend less time at the jail filling out paperwork, jail staff no longer re-key information, and there is no paper passed between agencies and jails.

This integration and secure data sharing creates efficiencies, eliminates redundant data entry, reduces errors and costs, and keeps inmates, staff, and the public safe.

Improving Efficiency With Mobility

Corrections Mobile is a native mobile application that is fully integrated with Tyler's corrections management solutions. This app features an intuitive, easy-to-use interface and delivers accurate, up-to-date information about inmates right on staff's handheld device.

Corrections officers can use the app to log observations, movements, rounds, and track activities, all without going back to their desks. Corrections Mobile also automates tasks that once required data entry at a desktop by turning them into quick validations that officers can complete with just a tap.

Corrections Mobile Benefits Include:

- Eliminating paper processes, reducing desktop computer dependency, and increasing data-collection efficiency and volume
- Enhancing officer safety and improving decision making by providing officers with up-to-date information when away from their desks
- Reducing liability by capturing cell checks, inmate movements, and other data in a way that can be defended to reduce liability

The Benefits of Integrated Justice

With Tyler Corrections, data is shared securely, and processes are streamlined in the areas of pre-booking, court hearings, warrants, inmate information, and charge updates.

- **Pre-booking:** Officers can check for warrants and criminal history with the click of a button. A pre-booking file is created immediately, which eliminates the need for re-entering data, decreases delays, and improves accuracy. The pre-booking file notifies the jail that new inmates are on the way, allowing the jail to reallocate staff when necessary.
- **Court hearings:** View scheduled court hearings from within the inmate record and easily prepare a roster of inmates who need to go to court on a specific date.
- **Warrants:** Tyler Corrections provides real-time notification of active local warrants during booking and release, so no open warrant is overlooked. Jail visitors can also be entered into an open warrant search based on driver's license numbers.
- **Inmate information:** Integrated inmate and party information enhances the ability to respond to requests for information about inmates, including current status, custody location, and demographics. This results in reduced time on the phone with related justice agencies and the public. It also provides immediate access to inmate data, including mug shots, fingerprints, and identifying marks.
- **Charge updating:** Tyler Corrections automatically updates when there is a change to a charge, which eliminates the need to physically move related paperwork from one agency to another. If a prosecutor amends a charge or the case is dismissed or results in a conviction, data is transmitted in real time.

Sharing data and workflows across agencies improves processes for all agencies involved. Every document and each piece of data — party information, events, warrants, charges, bails/bonds, fines, and fees — is organized, managed, and protected.

A partnership with Tyler is a partnership for life.

Tyler is committed to providing clients with ongoing support, training, and community offerings to connect users with their peers. With a 98% client retention rate, Tyler is committed to partnering with clients to ensure needs are met, so they can do what they do best for the communities they serve.

Client Services

Unparalleled Training, Community, and Support



Tyler University

Tyler University (Tyler U) offers valuable job-related training that Tyler clients can access 24/7, from any location with internet access using a computer or mobile device. Tyler U reduces the time, effort, and cost associated with training your workforce by delivering comprehensive training curriculums tailored to your organization's needs based on Tyler's comprehensive library of courses. The content

is included in your maintenance agreement at no cost and is updated on a regular basis as part of Tyler's evergreen philosophy. Tyler U enables existing and new staff to take full advantage of Tyler solutions.

With more than 1,800 individual learning assignments across Tyler product centers, new staff and existing staff can get up-to-speed quickly, learn about latest features and capabilities, and increase productivity



Tyler Community

Some of the most valuable knowledge about Tyler's product lies in the minds of our clients, as well as Tyler employees. These unique experiences and perspectives can benefit both users and Tyler staff, which is why we developed the Tyler Community — an online collaboration community filled with useful blogs, forums, libraries, and wikis that allow participants to:

- Search forums, discussions, and wikis to solve problems before submitting a support ticket
- Connect with peers and Tyler staff in a collaborative, interactive environment
- Ask questions and get answers from experts in other jurisdictions or Tyler staff
- Share best practices, ideas, and knowledge about Tyler products and capabilities
- Make recommendations for product enhancements

Industry-Leading Support

Tyler provides valuable support services and resources, including a real-time help desk and related services that solve Tyler clients' immediate needs. These support services are response-driven. Issues are intelligently routed to a resource best suited to resolve the problem, are governed by Service Level Agreements (SLAs), and are always aligned with our commitment to provide you with technologically current products and reliable performance throughout the life of your Tyler investment.

Gain Access to:

- 24/7 emergency support — A toll-free number is available for emergency issues that occur outside of normal support hours (8 a.m. to 5 p.m. EST), including catastrophic system issues
- Weekend support — Saturday support is available for prescheduled system upgrades

Post Implementation Support

Tyler also adds a “proactive” approach to industry-leading “reactive” support services. Reactive support services answer questions and resolve problems quickly. Proactive services help avoid problems and improve user sophistication in using Tyler solutions. When combined, they translate to clients who are more efficient and effective, resulting in customer satisfaction scores that far exceed the industry.





From Dispatch Through Disposition

Tyler Alliance leads the way with an integrated approach to criminal justice and public safety solutions.

Tyler Alliance is a multi-agency, distributed platform that integrates public safety and criminal justice systems by connecting departments, agencies, and jurisdictions. The platform helps organizations break down barriers to make information sharing across public safety and justice agencies easy and secure.





Maximizing your investment; partnering for the long term

EverGuide is Tyler's continuous improvement initiative. It includes training and consulting to ensure you get the most from your investment. Every office experiences it — at some point after software is implemented, trained staff leave and new employees are hired. Or, the latest update includes new functions because of legislative changes. Keeping up with new features and functionalities can create a consumption gap, and agencies don't make full use of their investment.

EverGuide helps you make the most of the technology, providing a knowledgeable partner and a family of benefits to support you. When you view an implementation as the beginning of a continuing, supportive relationship, you can breathe easier knowing you won't be left dangling after go-live. Tyler is committed to helping you make the most of your Tyler software.

With EverGuide, Tyler helps agencies:

- Identify ways to address and avoid the consumption gap
- Keep current on your Tyler product releases
- Invest in your staff through training and change management
- Proactively communicate with staff
- Ensure solid IT governance
- Fully use Tyler's support offerings

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 40,000 successful installations across nearly 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

PublicSafetyInfo@tylertech.com | 833.895.3783 | tylertech.com



Empowering people who serve the public®

