

2024 IN REVIEW

IOWA



A LOOK BACK AT IOWA'S DIGITAL GOVERNMENT PARTNERSHIP

VALUE

Together, we help Iowans efficiently interact with the state online.

TYLER STATS

\$91B

Securely Processed Across Tyler
in 2024

590M

Total Transactions in 2024

44,000+

Installed Applications
and Services

13,000+

Locations

401,219

Transactions Securely Processed in 2024

\$111M

Securely Processed in Calendar Year

115

Collaborative Agencies
and Localities

214

Total Number of Services

14

Total Number of Products

EXCELLENCE

Transforming Public Safety in Iowa

For over 30 years, the Iowa Department of Public Safety (DPS) relied on a homegrown system to support public safety operations across the state. While effective, the system presented challenges in integrating agencies and streamlining communication. Recognizing the need for modernization, Iowa DPS partnered with Tyler to implement its **Enterprise Public Safety suite**, a state-of-the-art solution designed to enhance efficiency and improve public safety outcomes.

With **Enterprise CAD**, **Enterprise Law Enforcement Records**, and **Public Safety Analytics**, Iowa DPS is now poised to:

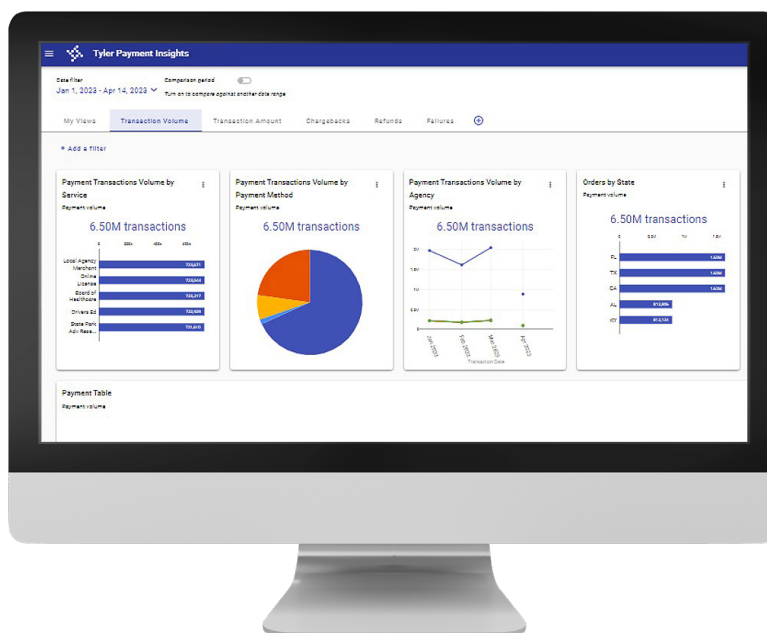
- **Improve Communication & Collaboration** – Seamless integration between departments ensures officers and staff can share critical information in real-time.
- **Enhance Public Safety Operations** – A modernized records and warrant system improves data accuracy and officer safety.
- **Leverage Data-Driven Decision-Making** – Advanced analytics help law enforcement track crime trends and optimize resource allocation.
- **Optimize Emergency Response** – Faster, more efficient dispatching across multiple jurisdictions leads to quicker response times and better public service.

“The system has served us well, but we recognized the opportunity to better integrate departmental silos,” said Iowa DPS Captain Heath Hove. “We look forward to streamlining communication and improving our applications for officers across the state.”

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CONTRACT VEHICLES

- E-Government Application Portal Services Agreement (Contact No. 2020BUS0518)
- NASPO – NATIONAL ASSOCIATION OF PROCUREMENT OFFICERS (Master Agreement #AR3764)
- Pre-Qualified Vendor for Cyber Security Services (Contract No: 2025-BUS-7256 – Under Legal Review 4/2/25)



By leveraging **Tyler's AWS-powered technology**, Iowa DPS is setting a new standard for public safety—one that prioritizes efficiency, accuracy, and community well-being. With this transformation, Iowa DPS is not just upgrading its software—it's **elevating public safety for the entire state**.

Iowa Delivers Secure, Seamless Digital Payments

The state of Iowa is making payments simpler, faster, and more secure with Tyler Technologies' Payments solutions. By implementing Wallet and Stored Payment Options, residents can easily save their preferred payment methods, making transactions seamless. Bill Presentment Services provide a convenient way for citizens to view and manage their bills online, while Online Forms with Payment ensure that fees for licenses, permits, and applications can be processed in one step.

With PCI L4 Compliant Payment Checkout Pages (CCP), Iowa agencies can securely process transactions while providing a user-friendly experience. Additionally, User and Business Subscriber Services offer recurring payment management, eliminating the hassle of manual payments for both individuals and businesses. By embracing these digital solutions, Iowa is enhancing efficiency, security, and convenience—delivering excellence in government payments while better serving its communities.