incode®

a tyler public safety solution

Incode Public Safety

Critical Information When and Where You Need It

Empowering people who serve the public®

tyler technologies
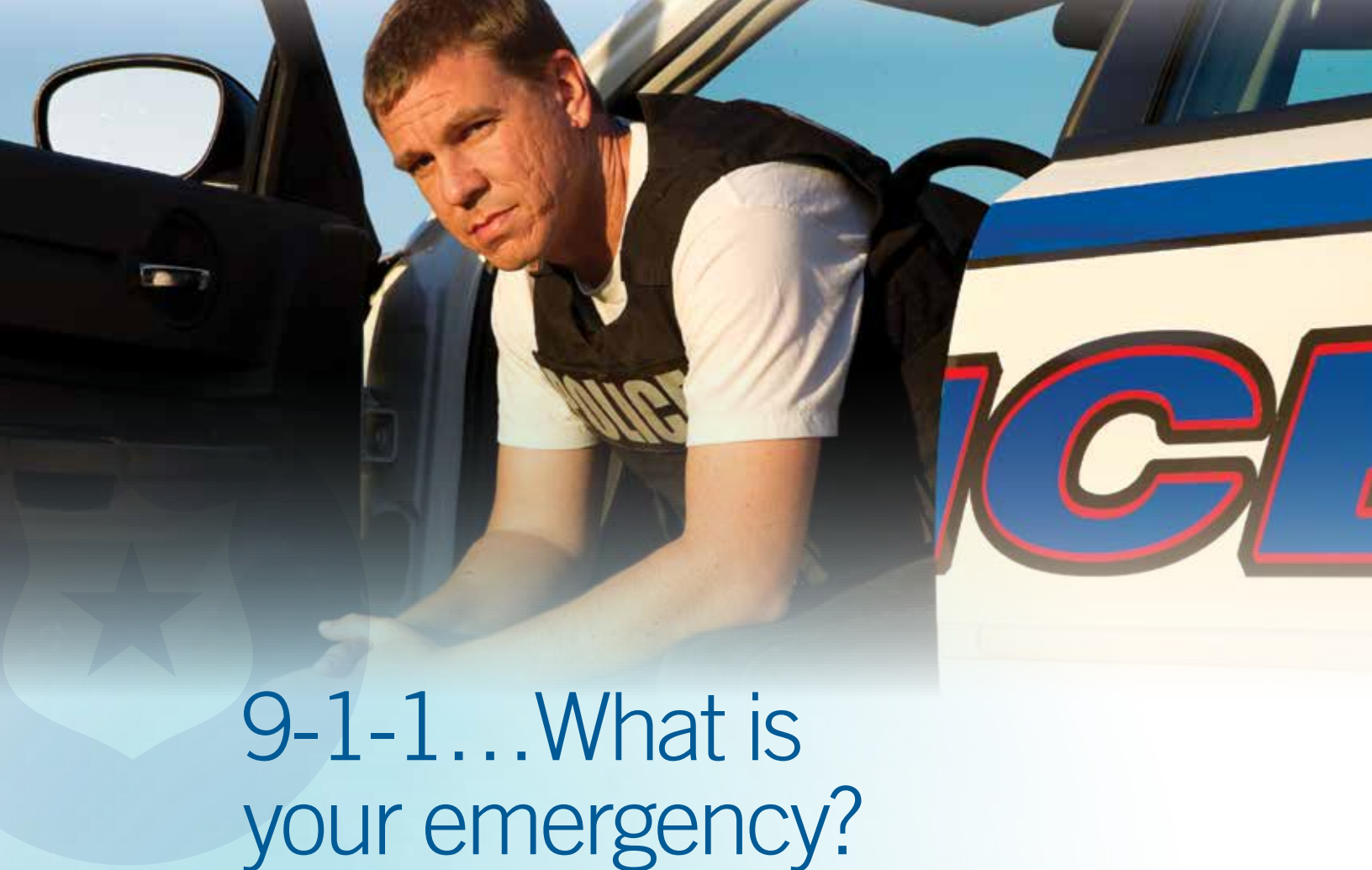
9-1-1…What is your emergency?

Always calm, always professional, the way you respond is pivotal. A situation has escalated and your main focus is to help the incident have a positive outcome. Now information needs to be collected accurately and completely. First responders have to be notified and relayed to the scene and communication must be maintained throughout the entire incident to keep everyone secure and productive. It's not a job for the faint of heart — it's for those who put service above self.

Integrated Solutions for Public Safety

- **CAD** helps dispatchers collect critical information efficiently to quickly get first responders where they are needed. Safety alerts are communicated to help first responders prepare their on-scene strategies.

- **RMS** is designed to record and store mission-critical information for dispatchers, investigators and first responders. It also aids in the reporting process.

- **Mobile CAD and RMS** make bi-directional communication, increased productivity and the flow of consistent, accurate information between the field and office possible, whether on a laptop or Apple iPad®.
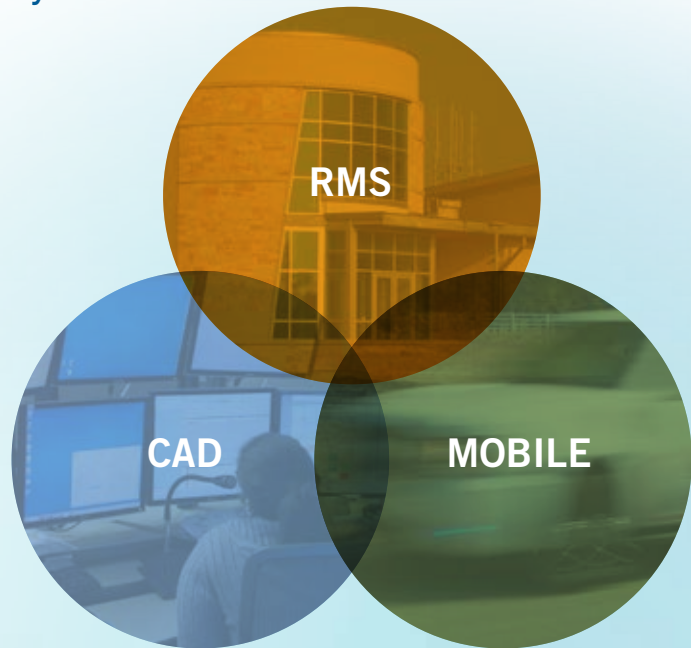
Incode's public safety solutions are strongest when multiple applications are paired together such as CAD with Mobile CAD, RMS with Mobile Citations and more.

Keeping Your Community Safe Just Got Easier

We know you're dedicated to your job, your citizens and creating a safe community. That's why the Incode® public safety solution has created a uniquely integrated solution that helps you stay on top of current events on a momentary basis and analyze crime data for putting your limited resources to work. It also helps keep your dispatchers informed and first responders safe by sharing alerts, and gives you access to centralized current and historical data for analysis and reporting.

Public Safety and Court Solutions from One Source

Tyler understands the teamwork that needs to occur between public safety and the court system. We built individual solutions for both, but we really built them to work more powerfully together. Tyler is the only vendor that offers you an integrated court case management solution that works seamlessly with public safety software, too. It's this unique solution that eases your workload and sets us apart.

Your Single Solution for Managing Jurisdictions

What if you had all the information you needed to manage your jurisdiction in one place—current and historical incident statistics within your jurisdiction; statistical mapping for managing crime rates and resource allocation; and, reporting, workflow management and analytical tools? It's a tough combination to find in one solution, but the Incode public safety solution delivers. These are just some of the ways you get access to the information you need night and day.

RMS Dashboard and mapping technology help you analyze emerging crime trends, properly allocate resources and view current activity in your jurisdiction using interactive maps, charts and reports.

Dashboard Streamlines Workflow, Data Analysis and Resource Allocation

What happened overnight? What incidents are currently being handled? What paperwork needs attention to maintain workflow? Where do I need to concentrate my resources? Tyler helps you answer all of these questions and more with Tyler RMS Dashboard—a personalized view of your jurisdiction in one screen.

Stay Ahead of Deadlines with Case Management

As a case matures, Incode's public safety RMS Case Management helps you keep track of important information from start to finish: case notes, important appointments for court dates and witness statements, time spent on events within the case, pictures and more. Once all of the information is compiled, a convenient PDF file containing all the details can be created and delivered to the district attorney for consideration.

Reporting That Gets You Back on the Streets

While reporting is necessary, it doesn't have to consume your day. When it comes time to submit any of your reports, including UCR and NIBRS, now it means just a few clicks since Incode's RMS captures all of the incident details you need in its centralized database and helps you fill in the blanks.

Gather and Share Information When the Clock is Ticking

Tyler gives you everything you need in one place so it's easy to gather and share information with first responders within moments. From entering data and assigning units to a scene more quickly, to drawing on a map and using Google Street Views to help first responders arrive minutes earlier, Incode's public safety Computer Aided Dispatch is user-friendly and able to support your bi-directional communication needs throughout any incident.

Incode Records Management System

Rather than have to retrieve data from multiple streams, the Incode public safety Records Management System is a single-source depository for your master files. Arrests, field interviews, incident and offense reports, citations and traffic reports are all captured in one place so that administrators, dispatchers, multiple departments and field officers can use the same information during an incident to promote planning and safety on scene or for reporting afterward. Users can also auto-populate fields with data related to individuals already in the master file. This boosts data accuracy while decreasing data entry time.

Solution Integration:

- In conjunction with Mobile CAD, it sustains bi-directional communication and information flow between the office and field.

- Its various integrated law enforcement, criminal investigation and administrative records management components work together to streamline your ability to access reports, as well as collect, store and analyze information in a secure environment.

- RMS is integrated with Incode's suite of public safety and courts software to streamline multi-agency communications and workflow processes.

"We've already connected hundreds of thousands of records; this leads to more intelligent policing which leads to a safer community."
-Rick Fisher, Support Bureau Commander, Gulfport Police Department, MS
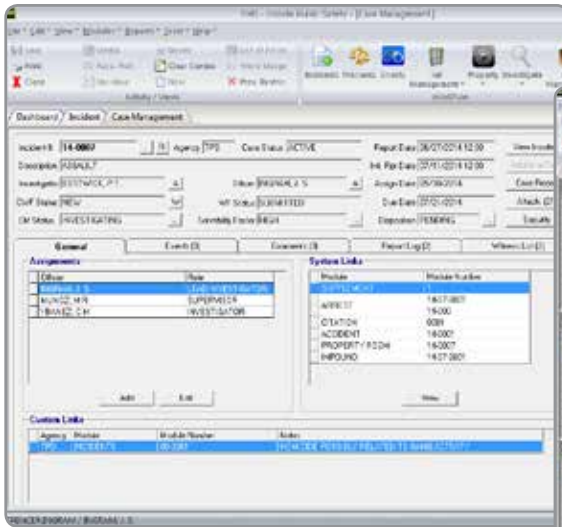
Case Management Screen
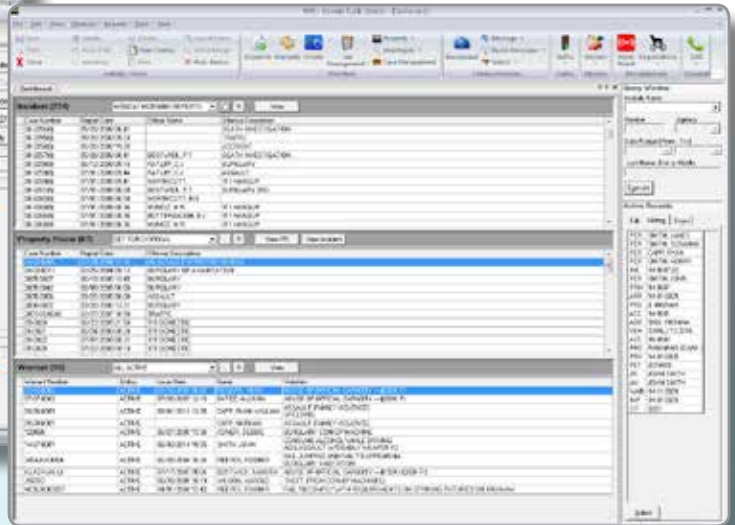
Dashboard with Active Warrants

Report Details Never Slip Through the Cracks

Just a few keystrokes are all you need to access the core database and all of the information you need to run state and federal reports. An error tab even appears if any information is missing while you compile your UCR or IBRS reports. With this kind of support, you never have to worry about details slipping through the cracks.

Streamlining Everyday Workflow

Also included in RMS are these law enforcement, administrative and investigative components that support incident, accident and case report workflow. Multimedia files, photo lineups and multi-agency security can also be included to make information accessible to the right agencies without compromising data.

- Incident Reporting

- Arrest Reporting

- Warrant Reporting

- Property Room and Evidence Management

- Accident Reporting

- Intelligence

- Field Interviews

- Tyler RMS Mapping

- Personnel

- Alarm Permits

- Mobile Citations

- Jail Intake and Booking

- Bicycle Registration

- Pet Registration

- Sex Offender Registration

Improve Your Response Time With CAD

Reducing the time it takes to gather all-important data and dispatch fire, EMS and law enforcement is the primary initiative for Incode's public safety CAD. Designed to automatically populate commands and critical caller information, data entry is more accurate and almost effortless when the clock is ticking. Incode CAD also gives dispatchers the ability to determine which unit is best to send to each incident which improves overall response time. Real-time visual warning alerts, name and address history, automatic call logging, address verification and messaging integration also help dispatchers raise awareness and safety levels.

Solution Integration

- Works with RMS to collect and maintain consistent and accurate information in one data source and make it available from the office or field.

- Integrates with Mobile CAD and RMS to maintain bi-directional communication and information flow in the field.

- Mobilizes the efforts of police officers, emergency personnel, dispatchers and call takers. CAD and RMS collect and store critical incident information to be dispatched to first responders. RMS serves as a single storage service for information and helps collect additional information such as alerts, photos, criminal history and more. Once the incident is complete, the call history serves as the platform for your incident report. Only entering the data once eliminates duplication, errors and the loss of valuable time.

"Mobile CAD helps dispatchers do those calls and get them out quickly. It has greatly impacted our response time."

- Mike Raute, IT Director, City of Boerne, TX

Computer Aided Dispatch Features:
Predictive command line to key data quicker.
Pending calls listed at top for easy assignment.
Assigned units flow to bottom and are filterable.

Computer Aided Dispatch Mapping Features:
AVL (Automatic Vehicle Locator), drawing tools, routing,
Google Street Views and more

CAD Keeps You Informed All Along the Way

Incode CAD maintains bi-directional communication between dispatch and those on the scene from call to conclusion. Using its integrated access to the NCIC and LETS databases, responders are made aware of any warrants or warnings before they arrive on scene so they can form and implement an on-scene strategy. Live updates to the call sheet can also be submitted from the field, if necessary.

What Would You Do With Your Extra Time?

What could you accomplish? Could a life be changed? When every minute is crucial, Incode CAD increases efficiency and helps you make the most of every one with features like these:

- Smart Dispatch: Distinguishes an initial dispatch from an update and steps you through the call sheet

- Automatic Vehicle Locator: Tracks all active units live using GIS mapping and suggests the best response unit

- User-Friendly Call Sheet: Displays all unassigned units at the top, and all assigned units are listed below with filtering capabilities

- Google Street Views and Search Capabilities: Displays or relays landmarks and intersections

- Mapping: In-vehicle mapping for hazard warnings, call jurisdictions and incident tracking.

- Routing: Mobile units receive routing instructions via CAD's mapping feature

- Drawing on Map: Draw to stage fire or set law enforcement perimeters

Protect and Respond from the Field with Mobile CAD and Mobile RMS

Whether in the office, the field, at a community event or attending a meeting, you can still keep a watchful eye on your jurisdiction with Incode public safety mobile solutions. Displayed either on an iPad or a laptop, you have access to live data wherever you go. When incidents arise that need your attention, you have full access to all of the contact, location, warning and other information you need and bi-directional communication with dispatch to make split decisions without having to go back to the office. With the ability for everyone in the field to instantly and simultaneously submit information and communicate live through an encrypted system, not only do you have the most updated information available, but you can place a call for service from the field when the need arises and be more responsive and productive wherever duty calls.

Solution Integration

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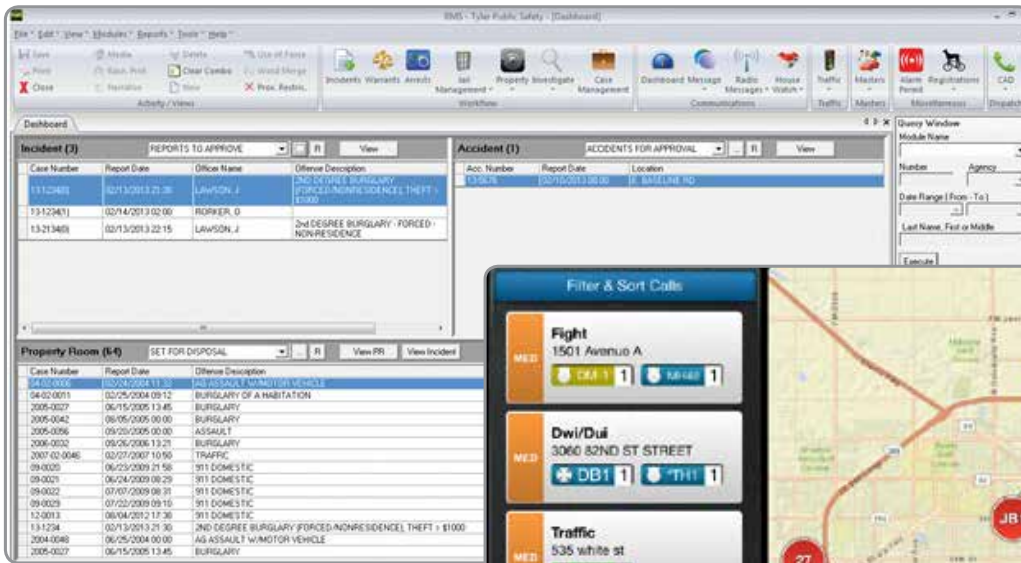
Tyler's Reporting Dashboard for managing paperwork on the go

iPad application displaying CAD call details

iPad vs. Laptop…You Have Choices!

Perhaps you live in a jurisdiction where the addition of a laptop would be ideal, or maybe multiple iPads or a combination of mobile devices would broaden the services you provide and make your agency more efficient. Depending on your needs, Tyler has lighter, more portable and affordable options for field operations that will fit your agency's requirements without losing bi-directional communication between the office and field, access to the NCIC database or the functionality of CAD and RMS. Whatever option you choose, your agency will be safer, more informed and increasingly productive in the field with Incode public safety mobile solutions.

Software that thinks like you do.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities — to become more efficient, more accessible and more responsive to the needs of their constituents. Tyler's client base includes more than 15,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. In 2016, Forbes ranked Tyler on its "Most Innovative Growth Companies" list, and it has also named Tyler one of "America's Best Small Companies" eight times. The company has been included six times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at **www.tylertech.com.**

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