public safety
a tyler portfolio

Agency Intelligence

Early intervention tools to help agencies improve trust, transparency, and accountability

Empowering people who serve the public®

tyler technologies

Regain Trust and Boost Morale in Today's Agencies With Early Awareness

Two of the most significant issues facing agencies throughout the U.S. are the lack of trust between law enforcement and the communities they serve as well as lowered morale among sworn staff. Now more than ever, agencies need to rebuild trust through transparency and accountability and remind public safety officials of why they wanted a law enforcement career in the first place.

Tyler Technologies' Agency Intelligence suite enables agencies to collect, analyze, and act on their own data to make this possible. These capabilities eliminate friction in agencies by bringing internal and external data together on one easy-to-use, intelligent cloud platform. With these capabilities, agencies can confidently act on their data to truly become informed and intelligent agencies.
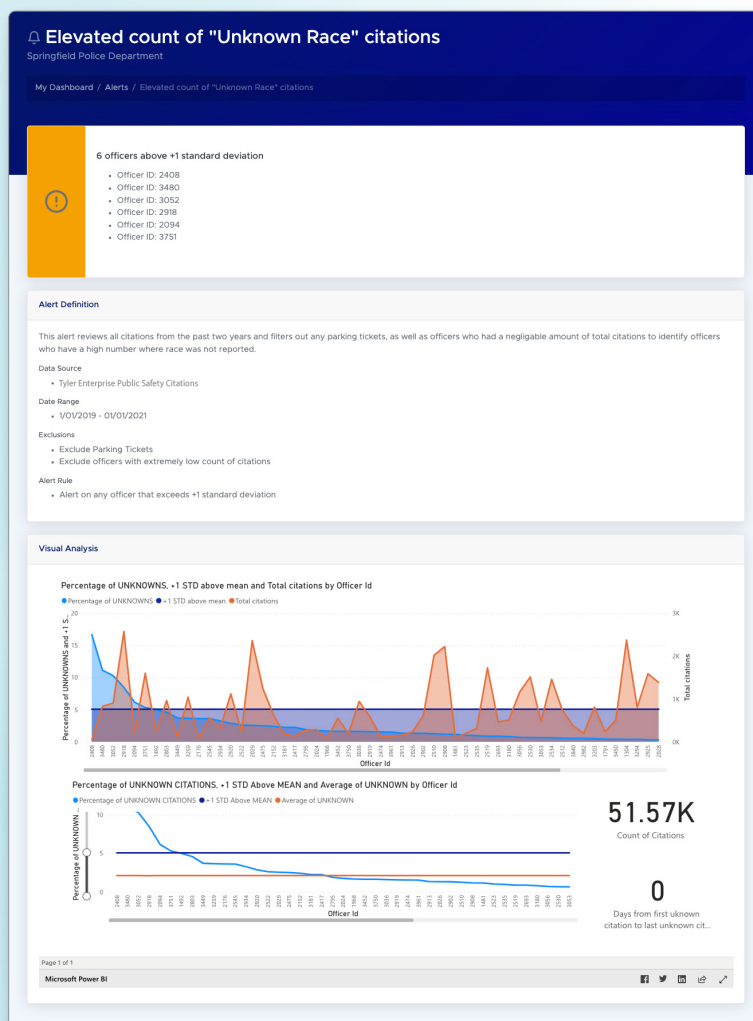
Agencies can set alerts from any data source allowing for a complete view into activities happening within the department and with staff.

# A leading early intervention solution for modern agencies

A key application within the Agency Intelligence suite is Early Intervention. With an early intervention system (EIS) in place, agencies have a flexible tool to set goals and manage performance and best practices tied to accountability, health, and wellness for law enforcement officers.

With Early Intervention in place, agency leaders can proactively identify key performance indicators to ensure optimal health, wellness, and operations with 360-degree views of agency and officer activity. Unlike other EIS solutions, Agency Intelligence investigates each critical data point to proactively identify positive performance indicators and areas of opportunity within an agency.

At its core, Early Intervention helps agencies:

1. Collect key information needed to understand teams proficiently
2. Provide preventative alerts via threshold-driven artificial intelligence (AI)
3. Empower leadership with tools to act purposefully

In addition, Tyler's Early Intervention can display community feedback to credit an officer for a job well done.
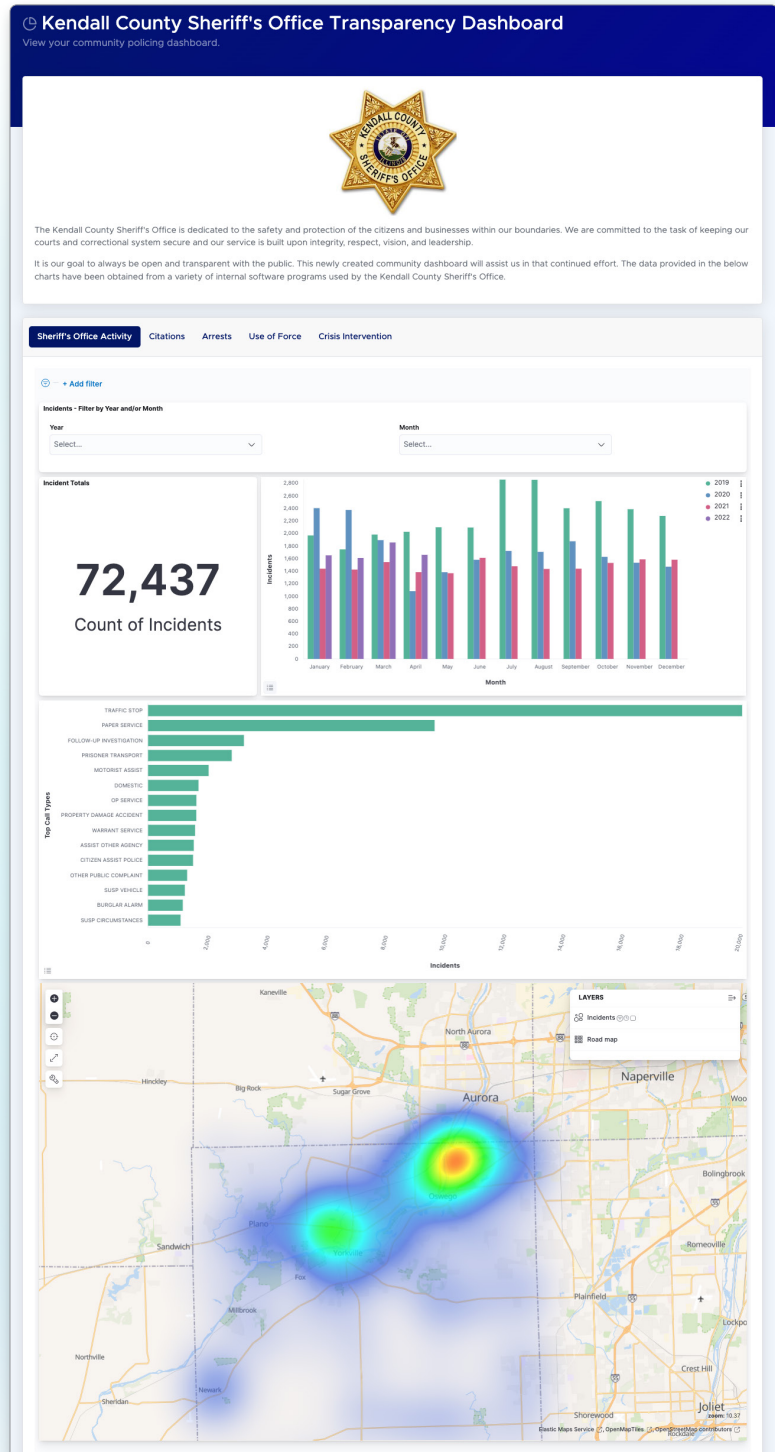
View incidents, activity, and more from the powerful transparency capabilities within Agency Intelligence.

The need for early awareness in agencies

Each agency's journey to become more data-driven internally and externally is different.

For some agencies, Early Intervention is implemented to help law enforcement officers who may be experiencing personal or professional problems that are manifesting in ways that could result in unacceptable performance on the job.

Meanwhile, other agencies adopt Early Intervention to help manage personnel, using the data for performance evaluations, assignment decisions, and improvements in accountability between officers and supervisors.

Still, other departments implement Agency Intelligence for more proactive reasons, such as identifying officer performance problems early on to foster officer well-being and avoid future inappropriate conduct, complaints, or even lawsuits.

A hands-on tool for identifying exemplary behavior and negative performance indicators

At times, officers may exhibit behaviors indicative of an underlying issue that may be affecting them on the job. With this information, leadership can provide the necessary support and assistance and, ultimately, prevent misconduct, disciplinary action, or termination. This information promotes officer safety, health, and wellness, ultimately leading to success.

What makes Tyler's Early Intervention different is that it is not designed to predict poor behavior, but to identify performance indicators of interest, both positive and challenging, within an agency. Early Intervention can help leadership identify officers who exhibit exemplary behavior and bring it to the attention of command staff to ensure recognition and guidance for best practices.

A key step in performance management

Agency Intelligence's Early Intervention capabilities aid in performance management across an array of activities and responsibilities. It aids police leadership in carrying out their duties to ensure officers' behavior and performance conforms to organizational standards. That said, Early Intervention does not exist in a vacuum; it does not replace supervisors or solid performance objectives.

The purpose of implementing Agency Intelligence is to provide a means to alert supervisors and/ or command staff of performance indicators of interest that are both positive and indicative of challenges. In doing so, officer performance can be recognized more easily and guided in areas of concern, which helps reduce disciplinary actions and enhances the opportunity for identifying and rewarding positive performance.

To work to the best of its ability, EIS requires ongoing interaction to identify, remediate, and intercede on potentially problematic behavior. It is important for agencies to adjust performance standards to conform to ever-changing organizational goals — which is easy to do with Agency Intelligence.

Plus, as a part of Tyler's Agency Intelligence suite, Early Intervention helps agencies looking to become fully intelligence-based take a step forward in their journey.

The three-step journey to becoming an intelligent agency

With tools that allow agencies to collect, analyze, and act on data, becoming a fully informed intelligence-based agency is possible for any organization.

Step 1: Collect Proficiently

Agency Intelligence allows law enforcement management staff to identify performance indicators of interest. Common performance indicators in EIS can be identified, selected, or developed depending on whether a system is developed internally with agency IT staff or in collaboration with Tyler.

Indicators are compiled from various sources, such as an agency's public safety systems or through pre-determined collection processes set by the agency. Indicators are denoted with potential considerations that can be used during evaluation. For example, considerations may include underlying issues such as life circumstances, need for additional knowledge or skills, or personal problems like exposure to excessive stress.

With Early Intervention, agencies have insight into pre-disciplinary indicators, as opposed to post-problematic behavior findings, like excessive use of force or founded citizen complaints. It's important for agencies to remember EIS is for early awareness, early intervention, and prevention — it is not a disciplinary tool.

Agency Intelligence offers the tools necessary to help agencies on their journey to effectively collecting positive and challenging performance indicators of interest such as use of force, officer wellness (including injury and mental health), morale, pursuits, stop data, and citizen feedback.

Digitize operations for improved ability to meet objectives

Removing paper processes and digitizing agency operations is the foundation of Agency Intelligence.

By converting to a paperless, digital system, agencies take another step toward having all data easily accessible in one location. Intelligent data capture with user-controlled tagging allows information to be made "smart." This capability is central to Tyler's Early Intervention alert builder and allows the user to immediately manage visibility into an agency's data the moment information is published and entered.

Manage critical personnel-related data

The personnel profile in Agency Intelligence sets it apart from any other internal data tool on the market. Instead of working with spreadsheets that require manual data input, it helps agency leadership collect and manage critical personnel-related data all in one place.

With robust insights into personnel-related activities, agencies have direct and secure views into individual profiles for every employee, including basic data such as name and title, performance reviews, and more.

It also provides a high-level overview of officer activity, which can help leadership identify areas pertaining to officer health and wellness that may need to be addressed. The personnel profile also allows agencies to categorize activities based on digitizing information.

Digitizing information helps identify activity that may become an issue. For example, if an officer has multiple instances where use of force was tagged in his or her profile or certain dispositions were logged, leadership would be able to assess those cases as a whole and take appropriate action.

Step 2: Alert Proactively

The most important functions of Early Intervention are flagging capacity, evaluation of situational factors, time parameters, and documenting remedial actions, tools, or resources provided and/or monitoring steps taken. In addition, this tool has the capacity for examining not only individual contributor and group performance, but supervisor performance as well.

Leverage artificial intelligence alerting for higher performance

Intelligence-based agencies have superior awareness capabilities that allow them to convert awareness into action. With its leading technology, Agency Intelligence takes agencies to this level with:

- Objective-defined or user-defined alerts
- Views into recent activity or performance trends
- Monitoring of at-risk behavior, which allows for remediation through automated workflows
- Automated task assignment alerts defined by agency
- Customization of alerts and outliers
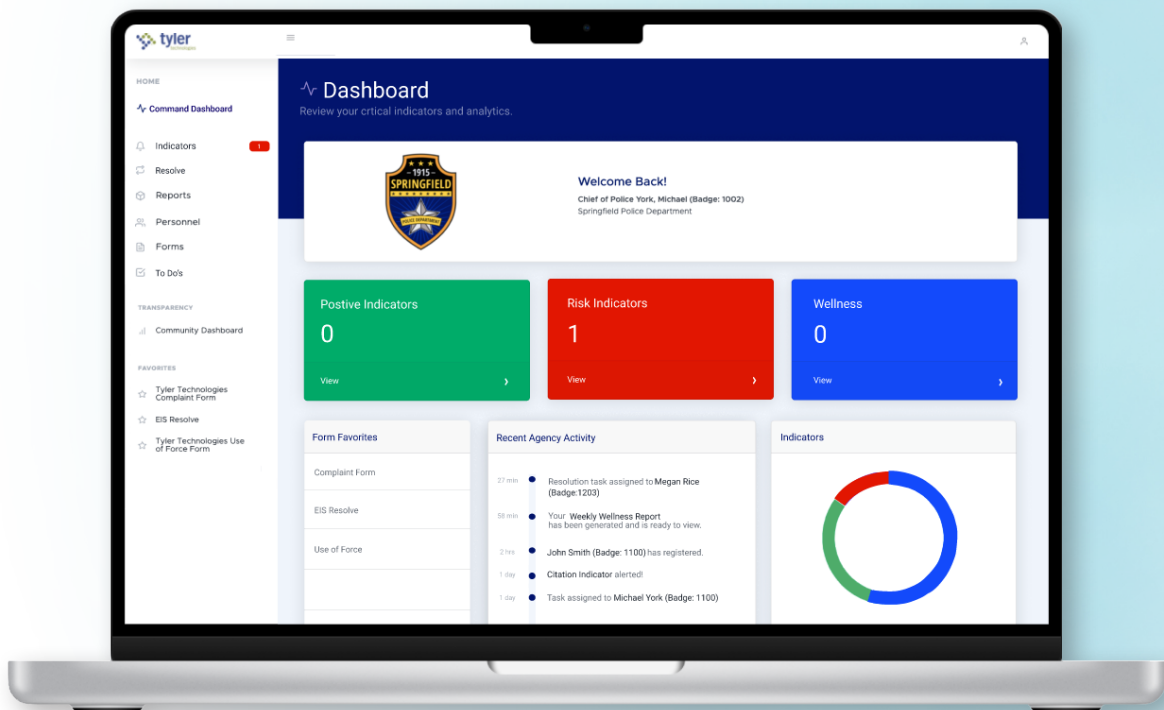
Start the day with an accurate depiction of wellness indicators throughout the agency.

These artificial intelligence capabilities provide command staff and leadership with alerts or anomalies, which they can monitor and take appropriate action on when necessary. These capabilities also provide alerts on citations and arrest data, which can indicate any potential issues that may need to be mitigated. Leadership also receives reports based on trending and alert data, allowing them to easily recognize trends and request more information when necessary.

Tyler's Early Intervention alerting capabilities further take artificial intelligence and data science to the next level with its outlier functionality. The outlier tool takes the information agencies need to know and informs leadership immediately, enabling them to stay on top of data with enhanced visibility beyond the dashboard. For instance, this tool immediately notifies users of unexpected or dramatic changes, which allows for better understanding of what's truly impacting an agency, so leadership can make strategic, data-driven decisions right when they're most applicable.

Within each performance category, agencies can set acceptable performance levels (also known as "tolerance" or "threshold" levels). By setting these parameters, law enforcement managers will be alerted or "flagged" when the performance of individuals or groups of officers signify a need for review or possible intervention.

The goal of this standard setting is to identify the point at which the system should provide an alert to supervisors and command staff that someone has (or a group of officers have) reached a pre-determined level. A performance level could either exceed or fall below an acceptable threshold to indicate potentially problematic behavior. Conversely, the system will track and report officers who are meeting performance standards and not exhibiting problematic behavior. These positive indicators can be included in employee evaluations, assist in lawsuit mitigation, and improve employee satisfaction by ensuring staff that their efforts are not going unnoticed.

Acceptable thresholds may vary across groups, For example, perhaps higher arrests rates are acceptable during the evening or night shifts than the day shifts, or for certain specialized units like drug interdictions, warrant service, SWAT, etc. The system allows agencies to set custom thresholds for individual groups, such as specialized units, shifts, or divisions whose standards need to be different.

Early Intervention allows for multiple levels of flagging, which brings both positive and negative events happening within the agency to the forefront. This includes positive performance indicators like awards, commendations, and recognition, as required by the consent decree with the U.S. Department of Justice.

Improve transparency both internally and externally

At its core, Agency Intelligence strives to help agencies create transparency and build trust. To do this, the solution creates command dashboards with standard or custom graphs and metrics that showcase agency data to agencies. This provides agencies with the ability to:

- View one or several days, months, or years
- Filter information and drill-down into data
- Publish data for internal and external usage

The tool's command dashboard focuses on agency activity and wellness. With these capabilities, agencies can restore or achieve community trust by providing a mechanism to view and understand relevant data. The citizen-facing dashboards offered by Agency Intelligence provide community members with direct access to information regarding officer and agency activities.

Streamline workflows for improved processes

Efficiency suffers when using disjointed workflows and processes. Agency Intelligence rectifies this issue through its built-in workflows designed to work the way agencies do for maximum efficiency, especially regarding the approval process. Early Intervention workflow offers agencies:

- Multi-level customized approval processes ensure checks and balances throughout the agency
- Notifications for awareness of all activity
- Historical audit trail and commentary providing a robust look into officer behavior and activities
- Ability to embed additional questions for downstream approval
- Configurable form submission visibility so data is only visible to the appropriate users

These workflows processes provide the definition, organization, and alerting of approval processes necessary for an agency's efficiency. This serves as a trail for subsequent monitoring and intervention, as well as managing overall performance and/or conducting performance evaluations by putting an officer "on notice" or providing necessary resources to help remediate any problematic performance. In some cases, a standing committee may review the performance of flagged officers.

In addition, Early Intervention provides agencies with a resolution-specific process to alerts, so that when an alert is triggered, there is a process set in place to resolve the issue at hand.

Step 3: Act Purposefully

With the applications offered in the Agency Intelligence suite, including Early Intervention, agencies can create a plan for improving performance and well-being by using their data to create reports and track internal affairs.

Create reports for improved visualize and action

As any agency knows, reporting is a key component in virtually every role. Agency Intelligence's reporting function goes beyond criminal and external reports and into internal agency activity to provide a holistic view into the health of an agency's staff by:

- Delivering internal reports and data visualization for agency activity and supported integration data points
- Allowing for the creation of ad-hoc reports
- Generating reports to meet state and federal standards

With these reporting features, leadership receives a complete holistic view of every officer, including the total number of hours spend in training (along with the type of training), which supports supervisors during the performance evaluation process. It also helps agencies meet state and federal compliance standards — especially as they pertain to law enforcement reform — by providing actionable insight into how agencies make police and law enforcement data publicly available.

Foster transparency and accountability inside and outside your agency

The journey to modern policing is built upon never-before-seen transparency in a public safety solution. Whether your agency leverages one or all of Agency Intelligence's Early Intervention capabilities, agencies and communities can disseminate information internally and externally, so that everyone from the chief of police to the mayor and the average citizen on the street fully understand what's happening in their law enforcement agency.

Take the agency-community relationship to the next level by building it on trust and transparency.

With more than 40 years of experience in the industry, agencies and communities can rest assured that they're working with a partner who understands and anticipates their needs.

Ready to take the first step along the journey to becoming a fully intelligence-based agency?

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VISIT
tylertech.com/products/agency-intelligence

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 more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 37,000 successful installations across more than 12,000 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 and Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

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