public safety
a tyler portfolio

Public Safety Pro
Public Safety Solutions for Small to Midsize Agencies

Empowering people who serve the public®

tyler
technologies

Your job is complex.
Your technology shouldn't be.

Software shouldn't complicate or slow down an emergency response; it should enable public safety agencies to respond faster and safer every time. Whether an agency has 10,000 staff or 10, every staff member — from dispatchers to first responders in the field, sworn officers, command staff, and civilian employees — needs to be able to rely on their technology and benefit from time-saving features.

The Right Tools for Your Agency

Tyler Technologies' Public Safety Pro suite is designed to be **easy to use, yet powerful** enough to handle the fundamental needs of a small to midsize public safety agency.

Imagine if:

- Records and dispatch staff could see every warrant filed, criminal trespass warning, and danger alert by simply typing in a suspect's name

- Officers could see a suspect's detailed record, including tattoos, scars, gang affiliations, modus operandi, and associates — all in one place

- Command staff could easily understand crime trends and create reports without hiring a crime analyst

With Public Safety Pro, agencies don't need to imagine the possibilities; they can experience them. Tyler's public safety solutions are intentionally designed to break down jurisdictional and departmental barriers to **simplify processes and accomplish more** with the resources agencies already have.

Handle day-to-day operations	Tackle complex challenges	Scalable for the future

From Dispatch Through Disposition

Within the Public Safety Pro suite, jurisdictions have all the tools they need to manage **every aspect of their public safety workflow** — from dispatch through disposition. The suite includes applications for 911 communication centers, law enforcement agencies, and fire and EMS departments, plus integrations with courts and correctional facilities.

When multiple applications are paired together, information flows between them, so first responders benefit from **less duplicate data entry and a more intuitive experience** when switching between programs thanks to their similar look and feel.

Public Safety Pro Suite

| CAD | Records Management | Mobile |
| Citation Management | Custom Reporting | Courts | Corrections |

Out-of-the-Box, yet Customizable

At its core, Public Safety Pro is designed to meet agencies' most fundamental needs. Agencies can use each solution as-is immediately upon implementation, or customize each solution to suit their specific requirements.

Because of the intuitive interface, public safety clients report that they can **learn the software quickly** and waste no time using the new solutions for their day-to-day activities. The learning curve is expedited by the hands-on, classroom-style training Tyler provides.

Although **the solutions are optimized to work for the majority of agencies out-of-the-box**, the features and selections can also be customized to meet state and local regulations, agency-specific or team-specific needs, and other specialized use cases. For example, the Records solution supports user-defined dashboards, which allows each individual user to filter out the noise and view reports, cases, and other information specific to their role.

Ready to use out of the box	Customizable for specific requirements	User-defined dashboards

Built by First Responders, for First Responders

First responders need technology that works the way they do. Public Safety Pro users benefit from Tyler's industry experience and longevity.

Tyler's public safety solutions were **built with direct input from first responders**, dispatchers, officers, and command staff. Because 40% of Tyler employees have worked in the public sector, they draw from real-life experience when designing solutions.

Client partners also work closely with Tyler engineers to test the software, provide feedback, and propose new features — so agencies can be sure their solutions have been **tested by real users** and work with their processes, not against them.

With more than four decades in the public safety industry helping agencies serve their communities, Tyler understands public safety and is in it for the long haul.

| 40+ years in the public safety industry	20+ years of refining Public Safety Pro	40% of employees have worked in the public sector

CAD Pro

Route the Right Unit to the Right Destination — Faster and More Intuitively

The last thing dispatchers and first responders need to think about when responding to an incident is their CAD system. All they need to know is that **the system is going to work when they need it the most**. That's why CAD Pro is designed to work the way dispatchers need it to, so technology doesn't get in the way of incident response.
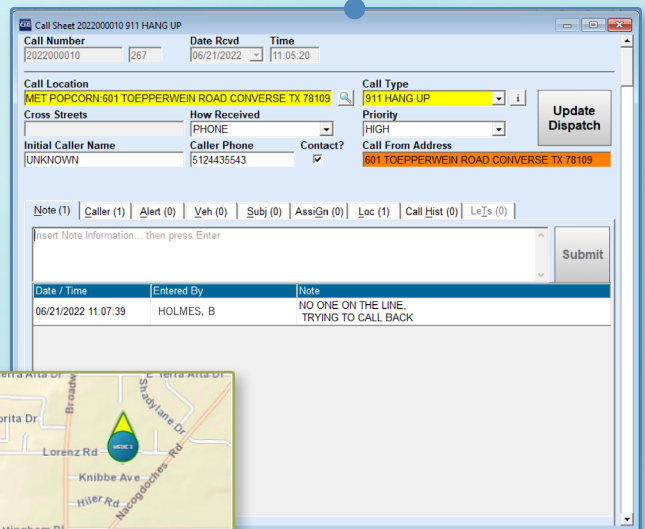
Real-time mapping and unit location tracking allow dispatchers to identify the correct unit and route it to the scene faster.

The look and feel of the platform, along with features like auto-populating command line and the smart dispatch guide, help dispatchers **send intelligence-based responses** for more effective outcomes.

When paired with Tyler's Law Enforcement Mobile Pro solution, officers on the scene automatically have access to the call narrative and other details they need — without having to rely on radio dispatch.

Real-time mapping	Unit location tracking (AVL)	Auto-populating command line & smart dispatch guide
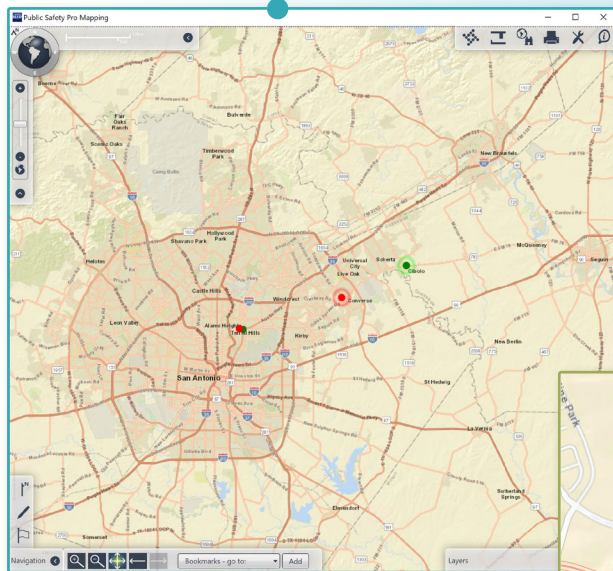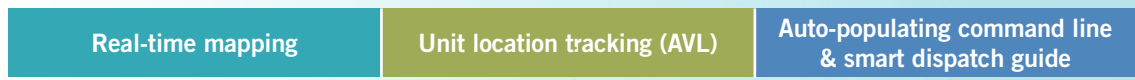
Street views and AVL allow dispatchers to see all active units and route them faster.

Improve officer safety by keeping tabs on all active units.

Enter accurate information more quickly with software that guides through the call sheet and suggests the next data field.

Records Pro

Comply With NIBRS and State Reporting With Ease

Records Pro allows sworn officers to get reports right the first time and spend more time in the field with its user-defined filters, alerts for missing or incorrect data, and user-friendly interface.

Users don't have to worry about details slipping through the cracks, because **color-coded alerts inform them when key information — including NIBRS and state-specific reporting requirements — is missing from a report**. This means officers don't need to know the code by heart to get reporting right, and they'll spend less time correcting errors.

Key incident details are entered in one file rather than multiple forms, further reducing the risk of errors.

Records Pro also integrates with Tyler's suite of court solutions, so **citation and warrant details flow between agencies and their local justice system** for incidents with ongoing investigations or criminal cases.

Plus, case details are easy to share with the district attorney because they can be consolidated into a comprehensive, sharable PDF.

User-defined dashboards allow users to hone in on the reports and cases specific to their role, so they can **focus on the work at hand and tune out the noise**.
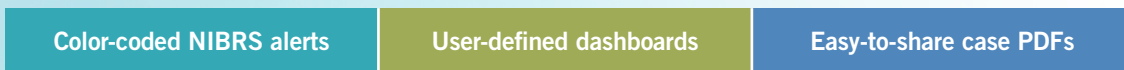
Color-coded NIBRS alerts	User-defined dashboards	Easy-to-share case PDFs

Get reporting right the first time with color-coded alerts for NIBRS and state reporting requirements.

User-defined dashboards allow each user to filter out the noise and view reports, cases, and other information specific to their role.

Consolidate case details into a PDF to share with the district attorney.

Law Enforcement Mobile Pro

Access Mission-Critical CAD and Records Functionality From a Patrol Vehicle or in the Field

Field-based reporting allows officers to access the information they need anytime, anywhere.

This functionality allows personnel to receive dispatches, self-dispatch to a call, view call lists, and change status via a **mobile data terminal or tablet**.

Officers can check for warrants, submit incident reports, and record field interview data **anywhere there is a cell or Wi-Fi signal**.

When integrated with CAD Pro, officers in the field, dispatchers, and command staff can also view real-time positioning of all units and officers from any location for safety and dispatch purposes. Plus, officers can access incident narratives and other details to prepare for an incident response without having to rely on radio communications.

Self-dispatch to a call	Check for warrants and submit incident reports	View real-time positioning of all units

Officers can receive dispatches, self-dispatch to a call, view call lists, and change status via mobile data terminal or tablet.

Check for warrants and submit incident reports while in the field.

*Officers, dispatchers, and command staff can track the location of officers and units.*

Custom Reporting Tool

Identify Crime Trends and Create Custom Reports — Even Without a Crime Analyst
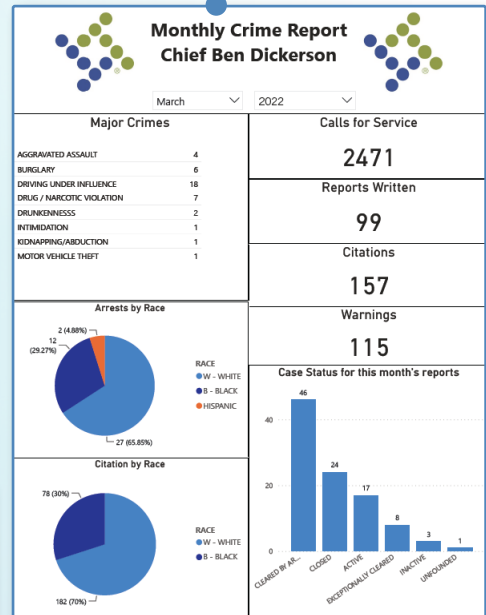
All of the data collected throughout an agency's operations can be used to identify crime trends and create custom reports with the Custom Reporting Tool.

For example, command staff can **proactively identify spikes in crime and times of the day with the highest activity**, empowering them to address the biggest challenges in their community. Multiple layers of jurisdiction-based information can also be added for a broader perspective on safety.

The Custom Reporting Tool is **easy enough for any staff member to use**, so agencies don't need to hire a crime analyst to make data-driven decisions.

Understand the data	Identify crime trends	Create custom reports
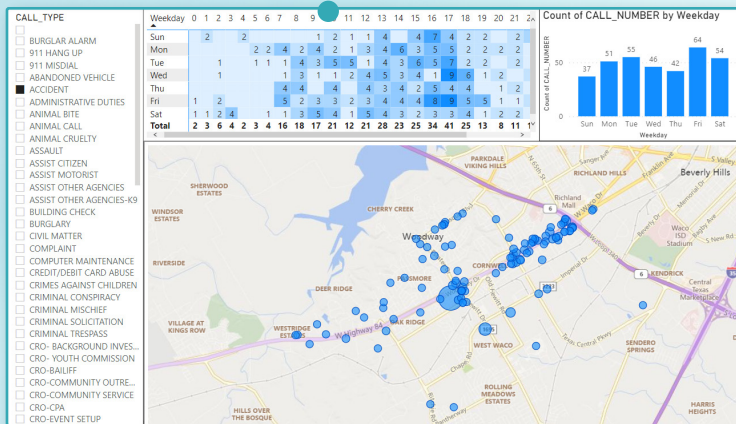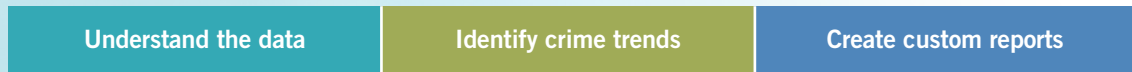
Visual representations of an agency's real data — like heat maps — put the numbers in perspective.

See crime trends over a specific time frame.

Agency data is aggregated and visualized in easy-to-understand charts and graphs.

Enforcement Mobile

Spend Less Time on the Side of the Road With Digital Ticketing

While in the field, officers can use Enforcement Mobile, Tyler's go-to solution for electronic citations, crash, and parking data.

Enforcement Mobile can be used on a **variety of devices** and allows officers to **replace pen-and-paper citations**, eliminate data re-entry, reduce error and court dismissal rates thanks to legible citations, and **reduce time spent on the side of the road by up to 50%**.

Officers can draft reports right from the scene of an incident, so they can spend less time on a computer at the station and more time in the field.

Issue electronic citations	Submit crash, parking, and stop data	Use on a variety of devices

Upgrade pen-and-paper tickets to a fully digital process.

Use on a handheld device, laptop, tablet, or smartphone.

Submit state-compliant reports from the scene of the incident.

Integrations With Courts and Corrections

Reduce Duplicate Data Entry and Increase Efficiency With Solutions That Work Together

Citation, warrant, arrest, and booking details flow between agencies and their local justice system when using Tyler solutions.

Because this data automatically flows between the solutions:

- Officers spend **less time waiting** through the booking process after an arrest
- Correctional staff have a heads-up before arrestees arrive and spend **less time duplicating data entry** during booking
- Courts and records staff spend **less time sending documents back and forth** between the courts, law enforcement agencies, and correctional facilities

Less duplicate data entry	Less errors	Increased efficiency

Tyler's integrated justice and public safety solutions simplify communications between agencies.

Support That Extends Beyond Software

Technology Options to Suit How Each Agency Operates

Cloud-enabled products like Public Safety Pro benefit agencies in several ways, including:

- Little to no hardware or infrastructure costs
- Minimal burden on in-house IT resources
- Quicker and more efficient software updates
- AWS GovCloud (US) enhanced security and compliance

powered by aws

Agencies with dedicated infrastructure can also host Public Safety Pro solutions **on-premises**.

Hosted in the cloud or on-premises	Powered by Amazon Web Services (AWS)	Low-maintenance, no infrastructure options

More Than Just Software — a Partnership

At the end of the day, agencies need more than standalone technology – they need a long-term partner that will **take the lead on training**, ensure **software works** when and how it's supposed to, and help them **make the most of their solutions**. That's where the Tyler team makes a difference.

Tyler's evergreen philosophy is a commitment to provide clients with up-to-date technology for the life of their product. Both on-premises and hosted clients receive **new releases and upgrades without additional license fees**, so they're always using the best and latest technology. And, the changes are deployed with **minimal disruption to operations**, so clients can rely on their solutions to work when they're needed.

Hands-on training	Dedicated support	Backed by Tyler's evergreen philosophy

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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