Incident Management for Communities

Tyler 311™ is a web-based solution that effectively manages a municipality's non-emergency inquiries, complaints, and service requests. Local governments can set up common service requests with pre-defined workflow, ensuring that citizen reports and requests are properly routed and resolved as quickly as possible. It also allows citizens to submit their own requests and check incident history via a mobile app or a public portal.

Tyler 311 reduces citizen use of 911 emergency call systems for non-emergency calls. These calls clog 911 lines, are costly, and can cause life-threatening delays in emergency service.

Tyler 311 also features reporting for management to track, monitor, and analyze the handling and processing of requests. By collecting and analyzing these results, managers can maintain better control of internal processes, more easily assess staff performance, and gain insight into their citizens’ needs.

Easy to Use

Tyler 311 makes it simple to report, track, create new incidents, search for an existing incident, and run reports without delay.

While taking an incoming call, users can assign priorities, alert departments to the issue, and maintain citizen contacts and related issues. Tyler 311 then sends assignees an email alert so that the appropriate steps can be taken right away.

Features

- Automate email notifications to responsible personnel
- Easily attach documents, such as photos or incident reports
- Automatically link related incidents with reference tags
- Easily customize incident types with user-defined fields
- Create predefined, parameter-driven SQL Server Reporting Services (SSRS) reports
- Assist users with guides and templates using internal support platforms
- Easily view incidents with address mapping and add notes

Benefits Include:

- Efficiently handles citizen inquiries, complaints, and service requests
- Reduces misuse of 911 emergency call system
- Provides citizens with direct and convenient communication to city services
- Streamlines implementation with pre-built incident templates
- Integrates seamlessly with Munis®, EnerGov™, Tyler Content Manager™, and Tyler EAM™
- Provides citizens with convenient web portal, and optional app for self-reporting
- Utilizes GIS mapping for quick entry and visualization of incident volume
- Features call scripting for fast onboarding experiences and citizen communication
- Offers ease of access to resources through Tyler 311 knowledgebase

For more information, visit www.tylertech.com
or email info@tylertech.com
Tyler 311

Integration

Tyler 311 interfaces directly with Munis®, EnerGov™, Tyler Content Manager™, and Tyler EAM™. This seamless integration saves time by eliminating redundancy and decreases the potential for error.

My311 Mobile App

This native mobile application gives citizens the power to report incidents from anywhere. From the app they can describe an incident, geotag it on an Esri® map, upload photos taken with their phone and submit the incident for review. Citizens can then see whether others have shared the same incident or similar ones nearby, or follow nearby requests to see the follow-up from public services teams. This functionality significantly speeds up the process of reporting incidents for follow-up, effectively removing the middleman so that potholes, downed trees, or abandoned vehicles are dealt with as soon as they become apparent to local observers. My311™ is available for download on both iOS and Android™ mobile devices.

Citizen Portal

Tyler 311’s citizen portal is a web-based tool that allows citizens to report incidents and non-emergencies. The portal can easily be embedded as a link in your organization’s existing citizen-facing website and be used in conjunction with the My311 mobile app.

Citizens can search for existing incidents by date range and incident case number. This portal will also provide citizens with a statistical view of incident submissions and response times, providing a view of most common incident types, categories, and average number of days to close by type.

Reporting

Tyler 311 provides versatile incident reporting with pre-defined and customizable Microsoft® SQL Server® Reporting Services (SSRS) reports. This enables users to measure, gauge, and assess trends in the volume, type, and frequency of incidents. Data is easily compiled and produced in easy-to-read, comprehensive reports. This information helps municipalities allocate resources, improve service delivery, and aids staff performance management.

Available Tyler 311 reports include, but are not limited to:

- **Overview Report**
  A general high-level view of various incident and service requests in the system.

- **Department Report**
  Includes incident descriptions for a selected date range or department.

- **Request Volume Report**
  Shows call volume by clerk and shows the list of incidents by user organized by category, including the status number. This data helps show employee efficiency and identifies areas for improvement.

For more information, visit www.tylertech.com