

First Edition: Fire & EMS Solutions

How to address modern public safety challenges with today's technology

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INTRODUCTION

Throughout the United States, public safety organizations — fire and EMS departments, police, sheriff's offices, tribal police, transit authority police, postal police departments — seek out the right tools to do their jobs.

However, finding the right tools for the job can be difficult. Technology needs remain unmet for many public safety agencies throughout the country.

With more than 40 years spent serving the public safety industry, Tyler Technologies understands what agencies need. Public safety agencies across the U.S. trust Tyler's solutions to provide them with real-time information at their fingertips — anytime, anywhere, instant data sharing across disciplines and jurisdictions, and intelligence-led responses, so help arrives faster and more prepared.

THIS EDITION EXPLORES

CHALLENGE

Fire and EMS departments struggle with access to mission-critical data, records, reporting needs, and fire prevention capabilities.

SOLUTION

Agencies can mitigate these struggles using technology specifically designed to address these needs.

THE PROBLEM WITH UNMET FIRE TECHNOLOGY NEEDS

Fire and EMS crews are responsible for keeping communities safe. Yet, for many departments, doing so comes with significant risks to the crews themselves.

As any fire chief or EMS director knows, this risk is multiplied without technology that can provide:

- Real-time data access and role-based information for each crew member during all stages of a response
- Centralized and fully integrated cloud-based digital records systems capable of sharing mission-critical data
- Streamlined activities surrounding fire prevention

Without this functionality, fire and rescue crews have limited information about the calls for service they are dispatched to. In a situation where every second counts, limited information can mean the difference between a total loss of the structure in question or even loss of life.



FAST FACTS ABOUT FIRE & EMS RESPONSES

Fire crews have an average of five minutes to respond to an incident, which includes the time spent suiting up in safety gear, strapping on oxygen tanks and masks, and getting on the fire engine. EMS crews typically have a 1-2 minute turnout time while medical supplies and protective gear are prepped in transit.

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EMS CREWS
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70%
OF FIRE CREWS
ARE STAFFED BY
VOLUNTEERS

VOLUNTEERS
TYPICALLY DON'T
HAVE ACCESS TO
**DEPARTMENT-
ISSUED RADIOS**

Once in transit, crews rely upon radio communications with dispatch to dictate known onsite hazards to the fire crew engineer or ambulance driver, who can then relay information via radio to the crews responding — if they have a radio. Any volunteer fire crew member or battalion chief traveling to the incident cannot access this information without access to a department-issued radio, which is unlikely among the 70% of fire crews staffed by volunteers.

According to the National Fire Prevention Association, only 51% of fire departments can communicate with all participants in an emergency call for service, and only half of all fire crews have portable radios.

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As fires double in size every 30 seconds, by the time crews arrive on scene — even if they respond in under four minutes — the fire has grown 64 times larger than when crews were dispatched. For EMS crews, the correlation between response time and mortality for serious conditions is strong. This leaves very little time for onsite planning and increases risks to crews and the public exponentially.

FIRES DOUBLE IN
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FAST FACTS ABOUT FIRE & EMS RESPONSES

Another familiar pain point among fire and EMS crews is the lack of access to mission-critical records in transit, on the scene, and after responding to an emergency. Without a proper records management system, crews are responsible for using labor-intensive paper forms to document required reporting. This means all the standard reporting required by [NFIRS](#) and [NEMSIS](#) — such as hydrants, training, inventory, checks, exposures, patient care, and even analytics — all need to be updated by hand after an incident, which can result in double entries, errors, and missed information. Fire and EMS crews spend a lot of time on these required reports, adding to stress levels and potentially impacting their abilities on the scene.

In addition to responding to emergency incidents, fire prevention is another large portion of the job for fire crews. In fact, 77% of fire departments perform fire prevention duties. However, due to staffing and training limitations, of the 77% of agencies performing this work, only 67% of fire crews have proper training on the discipline.



Many of the agencies providing fire prevention services also use paper forms and manual processes, impeding the speed at which inspections can be performed. Without the proper tools to perform an inspection, workloads for those performing inspections can be untenable and impact safety due to the inefficiency of the process.



MODERNIZE OPERATIONS TO MEET TODAY'S NEEDS

In the modern world, the solutions that can help fire and EMS crews respond safer and better prepared come in the form of:

- Devices already in use by crews every day in their personal lives
- Easy-to-use records management systems that work how crews need them to work
- Digitized processes that improve safety and reduce the amount of time needed to inspect properties

While implementing change is challenging up front — especially in mission-critical industries like emergency services — the payoff is significant when technology makes processes more efficient instead of getting in the way. That's why technology-savvy fire and EMS crews, early adopters, and influential figures in the field know the importance of selecting tools made by public safety experts for public safety crews.

And that's precisely what crews get with Tyler's fire and EMS suite of tools, which includes partnerships with industry-leaders FlowMSP and Emergency Networking, providing fire and EMS departments throughout the country with the technology they need to do their jobs best.



MEETING THE NEEDS OF TODAY'S DEPARTMENTS

There are three areas of improvement most emergency response crews acknowledge when it comes to their technology: Tyler, FlowMSP, and Emergency Networking provide the solutions to these pain points.

Access to Data

Without ample access to information about the scene in transit to the scene, fire crews risk their safety by responding to an incident with limited details. In addition, the threats of property loss and casualties are higher.

Data Compliance

When fire records systems aren't compliant with NFIRS and NEMSIS and/or state mandates, this causes department issues regarding funding and access to pertinent data. In addition, when these systems are end-of-life or lack modern sophistication, they are complex and time-consuming to use.

Streamline Inspections

Without a digital tool capable of working both on and offline, fire prevention services can be so time-consuming that communities often miss out on the full breadth of services fire crews can provide as they do not have the manpower to inspect all structures in the area.

In partnership with fire pre-plan solution expert FlowMSP and Emergency Networking, an industry leader offering a complete fire and EMS records management suite, Tyler offers the industry's most comprehensive fire and EMS solution suite to address these pain points.

The solutions integrate together to provide:

- Less duplicate data entry
- Access to pre-plan data for improved inspections
- Centralized data that allows for accurate reporting and seamless, instant data-sharing across disciplines and jurisdictions
- NFIRS 5.0 and NEMSIS 3.5 compliance
- Offline functionality for rural agencies and those with inconsistent cell coverage
- A seamless, unified user experience throughout the entire workflow — from prevention through emergency response, records and investigations, and reporting



WHAT FIRE AND EMS CREWS CAN EXPECT USING MODERN SOLUTIONS

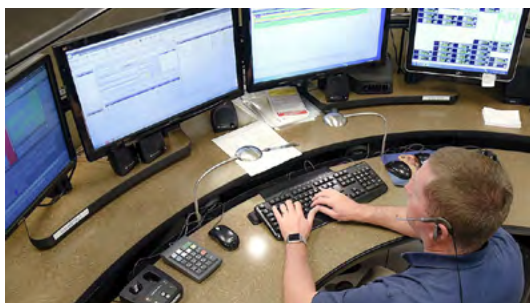


Computer-Aided Dispatch

Knowing that all calls for service start with that first 911 call, [Tyler's Enterprise CAD](#) solution equips fire crews, EMS crews, and first responders with the critical information needed for collaborative responses. This market-leading, fully integrated, and multi-jurisdictional solution helps dispatchers get fire crews en route and on the scene safer and more prepared than any other solution on the market. Plus, as part of an integrated suite, calls for service and response information — including incident, location, time stamps, dispatched apparatus, etc. — flow from Enterprise CAD into Emergency Networking's solutions.

[Discover how dispatch helped a 98% volunteer fire crew improve efficiency.](#)

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In-Unit Technology

Because all robust CAD systems need equally powerful in-unit counterparts, [Enterprise Fire Mobile](#) gives fire and EMS crews access to the data and communication functionality they need to carry out an emergency response safely. This includes in-unit mobile messaging, seamless communication with dispatch to reduce radio traffic and provide real-time comments and narratives from dispatch, silent dispatching, automatic vehicle location (AVL) capabilities, turn-by-turn driving directions, access to hydrant locations and preplans, and more. This information transfers seamlessly to Enterprise CAD and Emergency Networking, providing users with a comprehensive workflow that leaves no critical data behind.

[Find out how one agency sent faster responses with mobile tech.](#)

[LEARN MORE](#)



WHAT FIRE AND EMS CREWS CAN EXPECT USING MODERN SOLUTIONS



Mobile Tools in the Field

Once a call for service is dispatched, fire and EMS crews with [Enterprise Fire Field Mobile](#) take mission-critical data usage to the next level. This application works on any smart device, removing the unknown from a fire or EMS response by giving crews access to data while at the station, in transit, and on the scene. Plus, because the application works on iPhone and Android, crews are not reliant on ruggedized mobile data terminals for this information, and more crew members can access vital data when and where they need it most.

[Learn how communities stay safer when data is easily shared and accessible.](#)

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Prevention & Inspections

[Fire Prevention Mobile](#) is a suite of mobile applications that allow engine companies, first responders, fire marshals, and safety inspectors to complete more inspections, save time, eliminate paper, and reduce risk to life and property. As part of the integrated suite, occupancy, and inspection information gathered in [Fire Prevention Mobile](#) and [FlowMSP](#) — including pre-plans, building type, access information, contact information, etc. — are accessible via Enterprise CAD and mobile solutions to further support fire crews.

[Read how one metro-Detroit fire dept. streamlined inspections.](#)

LEARN MORE ●



While Tyler handles everything from dispatch to mobile services and even prevention, Emergency Networking ties everything together with its records and reporting functionality.

LEADING THE WAY FOR TODAY'S FIRE AND EMS RECORDS AND REPORTING NEEDS

Through Emergency Networking and Tyler's partnership, everyone from fire and EMS crews to administrators and command staff benefit in the following ways:

- Fire and EMS crews benefit from an intuitive, user-friendly design that reduces time spent on documentation and data entry.
- Administrators benefit from real-time access to consistent, centralized, high-quality data that they can use to help crews be equipped with the information they need when they need it.
- Command staff benefit from advanced analytics and ad hoc reporting, so they can make necessary decisions that impact the health and wellness of fire crews.

Emergency Networking meets all requirements for National Fire Incident Reporting System (NFIRS) 5.0 and National Emergency Medical Services Information System (NEMSIS) 3.5.

All of these benefits mean that, ultimately, departments experience improved efficiency, streamlined operations, and, most importantly, safer crews and communities.

Emergency Networking's Complete Offerings

Patient Care Reporting (PCR) for quickly and accurately completing runs while providing full customization and advanced reporting for administration.

Checks to perform daily and/or weekly truck and equipment checks, request maintenance, and document maintenance request on a tablet, computer, or phone.

Fire Incidents for documenting incidents that can be transferred to PCR to save time.

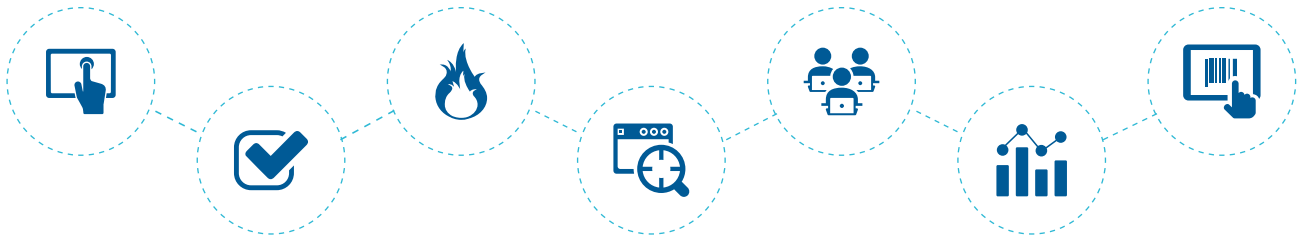
Exposures for tracking exposure to hazardous materials and cancer-related preventative actions.

Training for tracking crew and instructor training hours, certifications, and classes to ensure compliance with state training requirements.

Analytics/Reporting features for running reports and identifying trends to make informed, proactive decisions.

Inventory for tracking and documenting a stations inventory, apparatus, vendors, purchasing information, and replacement data, plus scheduling maintenance tickets and documenting maintenance.

LEADING THE WAY FOR TODAY'S FIRE AND EMS RECORDS AND REPORTING NEEDS



More Ways Emergency Networking is Simplifying the Records & Reporting Processes

Emergency Networking provides vendor-implemented customization by department for rules, calculations, and custom functionality — plus additional user-defined customization available — so the solutions work with each agency's unique reporting needs and processes.

Because it's cloud-based (powered by Amazon Web Services AWS for Health, which provides the highest level of security and reliability), Emergency Networking can be implemented quickly so departments can be up and running in as little as 30 days. Plus, cloud-based functionality means the solutions can undergo updates and enhancements easily without any downtime.

In addition, Emergency Networking works on all internet-based devices, with complete offline functionality for all modules on iOS and Windows devices, benefitting rural agencies and those with inconsistent cell coverage.



MOVING FORWARD

Are you ready to:

Arrive faster,
safer, and more
prepared ...

Digitize and
simplify
prevention
processes ...

Experience
instant access to
mission-critical
data ...

**so your fire crews, administrators, and
command staff can do what they do
best — using technology made
by experts in the field?**

Contact us to learn how Tyler's fire solutions can help:



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TYLER TECHNOLOGIES, INC.

Tyler Technologies (NYSE: TYL) is a leading provider of integrated software and technology services for the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities.

Tyler has more than 44,000 successful installations across 13,000 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 on Government Technology's GovTech 100 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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