

Fire & EMS

INDUSTRY-LEADING SOLUTIONS FOR FIRE PREVENTION,
RESPONSE, RECORDS, AND REPORTING NEEDS

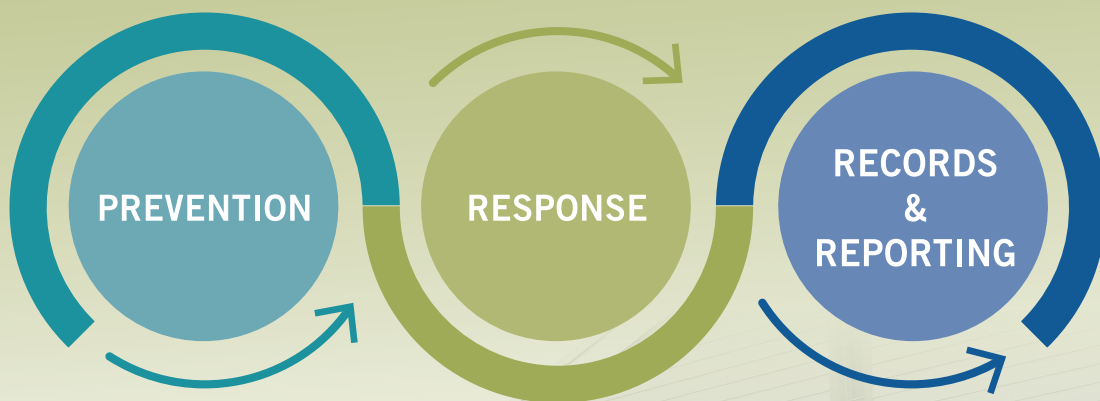


Fire and EMS Solutions Overview

Protecting life and property is what every fire department and first responder works toward. To do this, they need easy-to-use tools that:

1. Improve prevention, response, records, and reporting methods from start to finish
2. Connect with other solutions used for a seamless experience
3. Mitigate risk and collect necessary information for reporting standards
4. Allow all first responders involved in an event to rest easy at night

With more than four decades of experience in the public safety industry, Tyler Technologies is committed to helping fire and EMS departments protect life and property by providing them with the cloud-based tools they need to offer industry-leading prevention, response, records, and reporting methods for the communities they serve.





Fire Prevention:

Mitigate Risk and Safeguard Life and Property

Inspections and pre-incident planning solutions are vital for fire departments of all sizes as they work to prevent fire emergencies.

To ensure fire crews have access to easy-to-use comprehensive tools for data collection during inspections and pre-incident planning, Tyler offers Fire Prevention Mobile and FlowMSP. These tools help departments mitigate risks associated with building inspections and pre-plans.

Fire Prevention Mobile for Inspections

Fire departments complete more inspections, reduce risk, and eliminate paper processes using Fire Prevention Mobile's suite of cloud-based mobile apps for inspections and pre-planning.

These mobile apps help strengthen fire prevention, emergency response, and structural safety efforts in the community by streamlining the inspection process. To do this, they empower inspectors to digitally capture information onsite and ensure users have configurable settings for state and local fire codes.

To safeguard efficiency and provide agencies with an unmatched level of completed inspections and time saved, this fully integrated, cloud-based suite is tailored to meet the needs of and support a diverse range of roles including fire marshals, fire crews, fire inspectors, system contractors, and more.

Plus, Fire Prevention Mobile integrates with Tyler's Enterprise CAD solution and shares pre-plan information such as onsite hazards, construction characteristics, and suppression systems, as well as building access and contact information, providing responders with on-scene mission-critical information.

Data is also easily integrated with dispatch, records, and finance solutions used by fire departments.

Fire Prevention Mobile empowers inspectors to:



Schedule		
Showing 100/358 Records		
Scarborough High School - NFPA Business		
Location 11 Municipal Drive	Date Scheduled 2/16/2023	Inspector Travis Ressa
Scarborough High School - FL NFPA 101 & 01 2015		
Location 11 Municipal Drive	Date Scheduled 2/16/2023	Inspector Travis Ressa
Public Safety - FL NFPA 101 & 01 2015		
Location 275 US Route 1 Route	Date Scheduled 2/16/2023	Inspector Travis Ressa
The Uplands - NFPA Apartment Buildings		
Location 30 Scarborough Downs Road	Date Scheduled 2/16/2023	Inspector Travis Ressa
B.A.F.D. STA. 35 - Re-inspect		
Location 1315 CHILSON	Date Scheduled 2/26/2023	Inspector Travis Ressa
INDUSTRIAL RESIN RECYCLING - Re-inspect		
Location 1480 GRAND OAKS Drive	Date Scheduled 3/5/2023	Inspector Travis Ressa

First responders can see the whole picture at once when using Fire Prevention Mobile to streamline inspections.

FlowMSP for Pre-Plans

Pre-incident planning is crucial for building safer communities, but it can be time-consuming and tedious. Tyler partnered with FlowMSP to make this process easier for fire crews.

FlowMSP is a task-specific pre-plan tool designed to eliminate obstacles and enhance pre-planning efforts, especially for departments that do not have dedicated fire prevention staff.

Knowing that the primary users of FlowMSP are fire crew members and not fire inspectors, these tools are designed to easily collect critical building information and use data for a more informed incident response.

Fire departments and fire crews using FlowMSP help reduce risk to property and life as it collects necessary biographical data on an app, providing instant access to the following:

- Building details
- Hydrant locations
- Roof material and sprinkler system information
- Occupancy site details
- Utility locations

Fire crews can do away with paper copies and digitize processes, allowing departments to collect, store, and retrieve pre-incident data from their records management system during an incident with FlowMSP. In addition, FlowMSP enables more targeted pre-planning for maximum impact.

With Fire Prevention Mobile and FlowMSP working together, departments have powerful tools to reduce risk to life and property and keep firefighters safe on scene.



Fire crews arrive on the scene prepared with all the mission-critical information they need by utilizing preplans, which allows them to provide the best emergency response possible.



Fire Response:

Arrive Safer and Better Prepared

While fire crews and first responders are committed to keeping community members safe, it's also important that fire departments have access to tools that keep these individuals safe while they're on the job.

With in-depth response plans and access to feature-rich incident, location, and personnel data, fire departments using Tyler's Enterprise CAD, Enterprise Fire Mobile, and Enterprise Fire Field Mobile solutions keep crews safe.

Enterprise CAD for Dispatch

Known for enhancing response times and equipping 911 call centers with the most reliable computer aided dispatch (CAD) system on the market, Enterprise CAD is the go-to dispatch solution for public safety agencies throughout the United States.

Call takers and dispatchers have real-time access to data and powerful mapping capabilities, so the best response is always possible with Enterprise CAD. This tool features:

1. Geo-verified address capabilities
2. Continuously updated ETA data
3. Automatic vehicle location (AVL) and proximity dispatching capabilities
4. Unlimited fire response capabilities and recommendations
5. Easily accessible, managed, and shared data

Plus, with Enterprise CAD's integration with RapidSOS and Carbyne, dispatchers receive the most accurate location information available along with video-sharing capabilities. This functionality provides dispatchers with more context to the emergency at hand and helps better equip fire crews with the details they need to respond effectively.

With Enterprise CAD, dispatchers have:

1. Clear, concise real-time information
2. Agency-defined response plans
3. Paging and toning alerts
4. Esri-powered mapping for dynamic ETAs based on travel time, road systems, and routing factors
5. Access to external data services including traffic cameras, sensors, and alarms



Enterprise Fire Mobile for MDTs

For fire crews, Enterprise Fire Mobile provides full access to dispatch information. This solution is easy to use on a laptop or tablet and features the following:

1. Real-time views of all activities
2. Turn-by-turn driving directions
3. Hydrant locations
4. Access to pre-plans and building information

In addition to Enterprise Fire Mobile, fire crews can expand the power of dispatch to all fire crew members with Enterprise Fire Field Mobile. This mobile app takes the power of dispatch and places it on a smartphone or tablet.

Enterprise Fire Field Mobile for Smartphones and Tablets

With Enterprise Fire Field Mobile, fire crews experience:

1. Immediate access to incident summary reports, alerts, real-time information, and incident narrative
2. View of map layers, GIS data, pre-plans, fire hydrant locations, and on-site hazards
3. Instant access to role-based and mission-critical data

In addition, fire crews can use Enterprise Fire Field Mobile to self-dispatch to an active call using a smartphone or tablet.



Enterprise Fire Mobile

An in-unit mobile solution that provides access to call information and critical functionality like mobile messaging, silent dispatching, automatic vehicle location (AVL) capabilities, turn-by-turn driving directions, access to hydrant locations and pre-plans, and more via mobile data terminal (MDT).



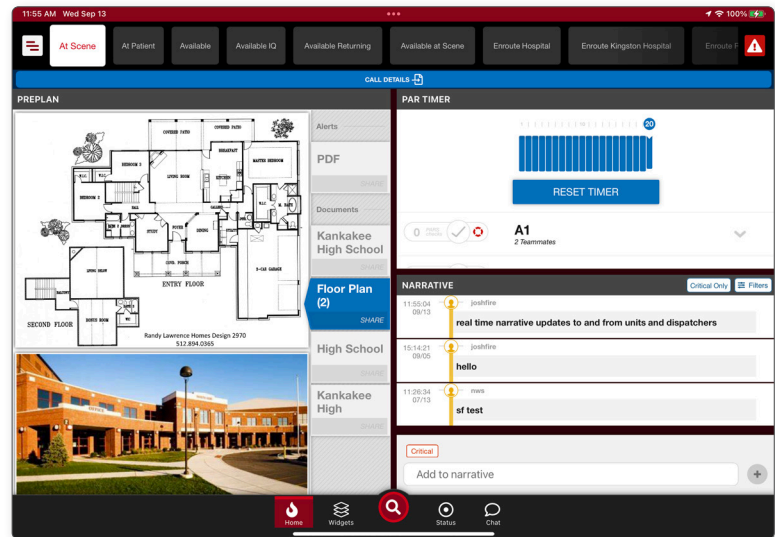
Enterprise Fire Field Mobile

A mobile app for smartphones and tablets that extends access to mission-critical data into the field via any smart device.

Enterprise Fire Field Mobile extends information from CAD to fire crews and offers insight into an emergency from the moment crews suit up to head out to the call. Incident commanders, engineers, and even the battalion chief driving separately to the scene can access live CAD data directly from the app.

This information includes:

1. Call location and call type
2. Routing information
3. Access to pre-plan information
4. Updated, real-time call narratives and secure messaging
5. Spoken commands for hands-free functionality



Fire crews can access pre-plans while on the go to improve situational awareness.

With the majority of fire crews in the U.S. being volunteers, Enterprise Fire Field Mobile helps bridge the communication gap between dispatchers and these volunteers by making CAD data more accessible through a mobile app versus a ruggedized mobile data terminal (MDT). This mobile app reduces the need for radio transmissions and empowers fire crews with unprecedented access to information.



From mapping a route to efficient documentation, Enterprise Fire Field Mobile provides mission-critical information anytime, anywhere.



Fire Records and Reporting: Instant Access to Mission-Critical Data

Every fire department's command staff understands the importance of a fire and records management suite.

These are the same individuals who understand the importance of centralized data for more accurate reporting and a seamless, unified user experience.

That's why Tyler partners with Emergency Networking to offer public safety agencies a complete fire and EMS records management suite.

Emergency Networking for Records & Reporting

Emergency Networking offers an intuitive, user-friendly design that reduces time spent on documentation, so fire and EMS crews can spend more time responding to emergencies and less time on paperwork.

Administrators benefit from Emergency Networking's real-time access to consistent, centralized, high-quality data that helps them do their jobs more efficiently.

With the advanced analytics and ad hoc reporting capabilities of Emergency Networking, command staff have the tools they need to run reports, identify trends, and make more informed, proactive decisions.

- Patient Care Reporting for quickly and accurately completing runs while providing full customization and advanced reporting for administration
- Fire Incidents for documenting medical events that can be transferred to ePCR to save time
- Hydrants for tracking, mapping, inspecting, and servicing hydrants, plus reporting issues to utility departments for repairs
- Training for tracking crew and instructor hours, certifications, and classes to ensure compliance with state training requirements

Fire crews reduced documentation time by 30% and increased data accuracy with the NEMSIS 3.5 certified ePCR module's intuitive, user-centered design.

- Inventory for tracking and documenting a station's inventory, apparatus, vendors, purchasing information, replacement data, scheduling, and documenting maintenance
- Checks to perform daily and/or weekly truck and equipment checks, request maintenance, and document maintenance requests on a tablet, computer, or phone
- Exposures for tracking exposure to hazardous materials and cancer-related preventative actions
- Analytics/reporting features for running reports and identifying trends to make informed, proactive decisions

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

In addition, Emergency Networking:

- Works on all browser-based devices, with complete offline functionality for all modules on iOS and Windows devices, benefiting rural agencies and those with inconsistent cell coverage
- Offers an intuitive, user-friendly design, so crew members can begin using the solutions quickly and reduce data collection times
- Works with all billing companies
- Provides vendor-implemented customization by department for rules, calculations, and custom functionality, so the solutions work with each agency's unique needs and processes
- Offers advanced analytics and ad hoc reporting capabilities to meet command staff's reporting needs

Data re-entry can be reduced by starting the NFIRS 5.0 compliant Fire Incidents Reporting module from an EMS PCR run

Emergency Networking can be implemented quickly, allowing agencies to start saving time on their records and reporting processes immediately. Plus, as a cloud-based system, frequent updates and enhancements are made, so the system continues to meet industry needs.

This tool fully integrates with Tyler's suite of fire solutions, allowing information to flow freely for more informed decision making.

Moving Forward

With the Support and Solutions for Today's Fire Departments

With more than 40 years of experience serving public safety agencies throughout the U.S., Tyler understands that today's fire and EMS departments need solutions that:

- Help save lives and property
- Are configurable and easy to use
- Save time and mitigate risk
- Integrate with commonly used tools for streamlined workflows and efficiency
- Enhance peace of mind for fire crews and first responders knowing they did all they could in every situation
- Deliver value through improving response times, helping departments achieve higher accreditations, meeting and exceeding reporting requirements, and more

Tyler stands by its solutions and partners' technology by offering world-class support 24/7.

Tyler provides valuable support services and resources, including a real-time help desk and related services that solve clients' immediate needs. These support services are response-driven. Issues are intelligently routed to a resource best suited to resolve the problem, governed by Service Level Agreements (SLAs), and always aligned with our commitment to provide clients with technologically current products and reliable performance throughout the life of an agency's investment.

Gain access to:

24/7 emergency support: A toll-free number is available for emergency issues that occur outside of normal support hours (8 a.m. to 5 p.m. ET), including catastrophic system issues.

Weekend support: Saturday support is available for prescheduled system upgrades.

Post Implementation Support

Tyler also adds a "proactive" approach on top of industry standard "reactive" support services. Reactive support services answer questions and resolve problems quickly. Proactive services help avoid problems and improve user sophistication in using Tyler solutions. When combined, these services empower clients to be more efficient and effective, resulting in customer satisfaction scores that far exceed the industry standard.

A Partnership With Tyler is a Partnership for Life

Tyler is committed to providing clients with ongoing support, training, and community offerings to connect users with their peers. With a 98% client retention rate, Tclients can rest assured their needs will be met, so they can do what they do best for the communities they serve.

Fire and EMS Solutions

From prevention through response, records, and reporting, Tyler helps manage every phase of an emergency response.

► PREVENTION

Fire Prevention Mobile: A suite of mobile apps designed to help engine companies, first responders, fire marshals, and life safety inspectors complete more inspections, save time, eliminate paper, and reduce risk to life and property. Integrates with [FlowMSP](#) for advanced fire prevention and pre-plan capabilities.

FlowMSP: This [partner solution](#) is a task-specific pre-plan tool designed to eliminate obstacles and enhance pre-planning efforts for departments. As a pre-incident planning solution, fire departments have the tools they need to collect critical building information and use that data for a more informed incident response.

► RECORDS & REPORTING

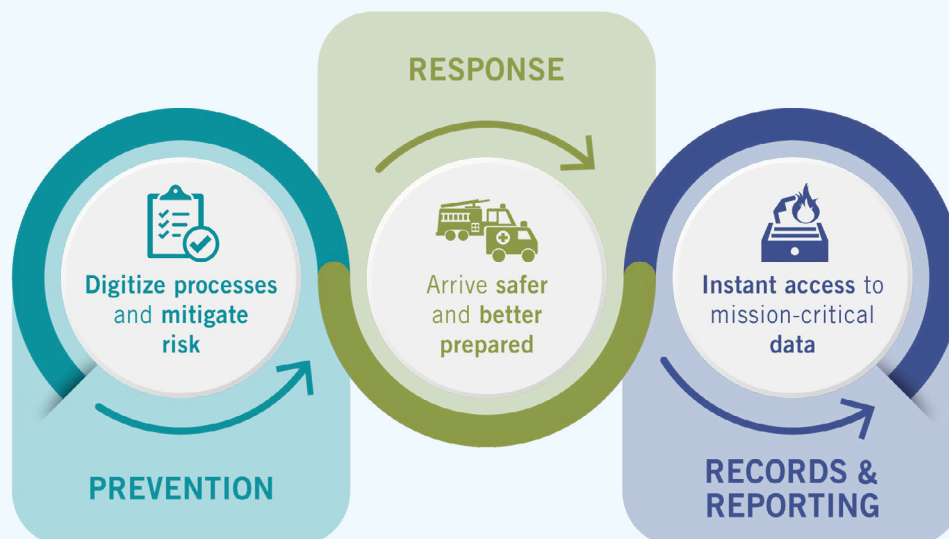
Emergency Networking: This [partner solution](#) is a leading, user-friendly, cloud-based fire and EMS records management suite that allows users to easily create reports in the field, like Patient Care Reporting (ePCR) and fire incident reports.

► RESPONSE

Enterprise CAD: A leading intuitive, integrated, multi-jurisdictional, and comprehensive computer aided dispatch solution designed to handle the complex needs of modern public safety agencies.

Enterprise Fire Mobile: An in-unit mobile solution that provides access to call information and critical functionality like mobile messaging, silent dispatching, automatic vehicle location (AVL) capabilities, turn-by-turn driving directions, access to hydrant locations and pre-plans, and more via mobile data terminal (MDT).

Enterprise Fire Field Mobile: A mobile app for smartphones and tablets that extends access to mission-critical data into the field via any smart device.



About 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](https://www.tylertech.com).

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