Case Study
Rockwall, Texas

16%
improvement in the fire crew's dispatch to en route times

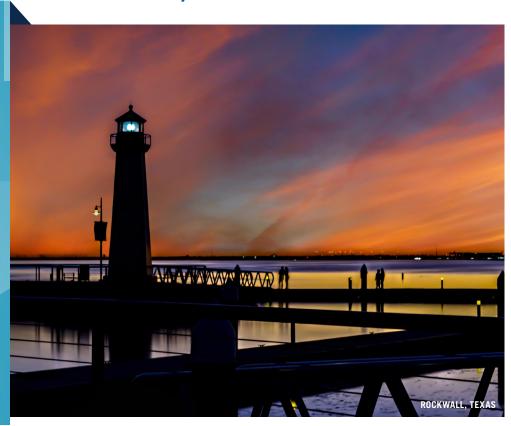Heat mapping
helps
officers manage patrol areas

Fire inspectors
experience
improved accuracy and efficiency

ROCKWALL, TEXAS

POPULATION
45,000

CLIENT SINCE 1999

SOLUTIONS USED Tyler Technologies' Brazos, MobileEyes, New World CrewForce, New World Enterprise CAD, New World Law Enforcement Records Management, New World Fire Records, Public Safety Insights, Incode Courtroom Manager, Incode Courts, and Incode Financials solutions.

"Tyler support has always been really good to work with and really helpful."

— **John Bader,**
Rockwall Public Safety IT Manager

USING MOBILITY AND DATA MAPPING TO IMPROVE SAFETY AND ACCURACY

Located 20 miles northeast of Dallas, Rockwall is the county seat of Rockwall County. The city is known for sharing its western border with Lake Ray Hubbard, one of the largest lakes in north Texas. The north Texas city has seen a surge in population growth in recent years, more than doubling in size since 2000.

CHALLENGE

Up until recently, Rockwall was bound by limitations due to its location-based operations. Although its 'tried and true' methods were functional in their approach, the agency experienced workflow inefficiencies that hindered its progress and transparency with the public.

Public safety officials with Rockwall knew that these challenges required updated technology. To tackle these problems head-on, Rockwall needed a multi-prong solution that would target two major challenges: improving data sharing and increasing mobile operations.

SOLUTION

As a longtime client, Rockwall was already familiar with Tyler's public safety solutions. Rockwall chose to further utilize Tyler's products to achieve its data sharing and mobile operations aims by implementing MobileEyes, New World CrewForce, Brazos, and Public Safety Insights.

RESULTS

Since upgrading their public safety technology, Rockwall experienced considerable advances in efficiency, accuracy, and personnel safety:

- Integrated mobile apps on the department's fire apparatuses enhance data sharing and allow dispatch to recommend fire units based on proximity travel times versus safety location.

  » Rockwall dispatchers can provide more accurate recommendations to fire crews based on mobile data visualization.

  » New World CrewForce's automatic response data removes the error factor from reporting by automatically updating the status of fire units in CAD.

  » Dispatch to en route times decreased by 16%; en route to arrival time reduced by 10%.

- Reduce rework and duplicate processing by utilizing mobile image capture to improve the accuracy of inspections.

  » Access to fire codes via mobile operation capabilities saves time researching at the office.

- Motorcycle officers use Brazos to collect state-mandated demographic information required by the Sandra Bland Act.

  » Upgraded to new mobile ticket writers that can immediately issue violations.

  » eCitation information quickly synchronizes to the municipal court system.

- Public Safety Insights' user-friendly interface ensures widespread officer adoptability. More officers using Public Safety Insights means greater data functionality and analysis that can be shared with the public.

  » Explorer function allows the agency to map out Vacuum Metal Deposition (VMDs), property crimes, and other incidents to increase area patrols.

  » Incident type filter feature allows officers to map out data and create heat maps to better understand where incidents are occurring.

  » Organize mapping analytics helps the agency visualize crimes by beats, enabling week-over-week or year-over-year comparison analysis.

CONSIDERATIONS

Departments were able to use mobility to visualize data, improve workflow, and enhance situational awareness of first responder units. Access to data mapping improved patrol presence in areas with higher number of reported incidents.