

AT-A-GLANCE

- Receive non-emergency incident reports from citizens
- Maximize efficiency by sorting reported incidents based on urgency
- Maintain open communication with members of the community
- Accept tips anonymously or with citizen contact information
- Receive photos, videos, and accurate location information with submissions

## Key Features

### App-Based Incident Reporting

The Iris app enables members of the community to easily submit non-emergency calls for service to their local law enforcement agency. Citizens can download and install the free app on mobile devices, such as smartphones or tablets, and then submit incidents directly to the hosting agency. The agency determines what types of non-emergency calls it will accept through the app, such as reports of vandalism or stolen property, so personnel can know in advance what types of incidents will be submitted.

### Prioritized Responses

Agencies using Iris can enhance officer productivity by allowing personnel to determine the urgency of non-emergency incidents that are submitted. A single officer can review incoming incident reports, assign urgency to each incident, and coordinate an appropriate response. Field officers can then maximize efficiency by responding to less urgent calls as time permits.

### Open Communication

Iris allows community members and responding officers to maintain an open channel of communication throughout the course of an incident. Citizens who have submitted reports can remain informed on the agency's response by checking the status of their tickets within the app itself, rather than calling the agency directly to follow up. This feature helps to further reduce the number of non-emergency calls the agency will receive, freeing up personnel for more urgent calls. Responding officers can also utilize this open channel of communication to reach out to citizens if more information about an incident is needed.

### Multiple Submission Options

The app allows members of the community to interact with the agency in the way they are most comfortable. A citizen can create a personal profile within the app, including name and contact information, which will be visible to agency personnel. A citizen can also elect to report incidents anonymously without creating a profile. Those citizens who choose to create a profile also have the option to submit incidents anonymously.

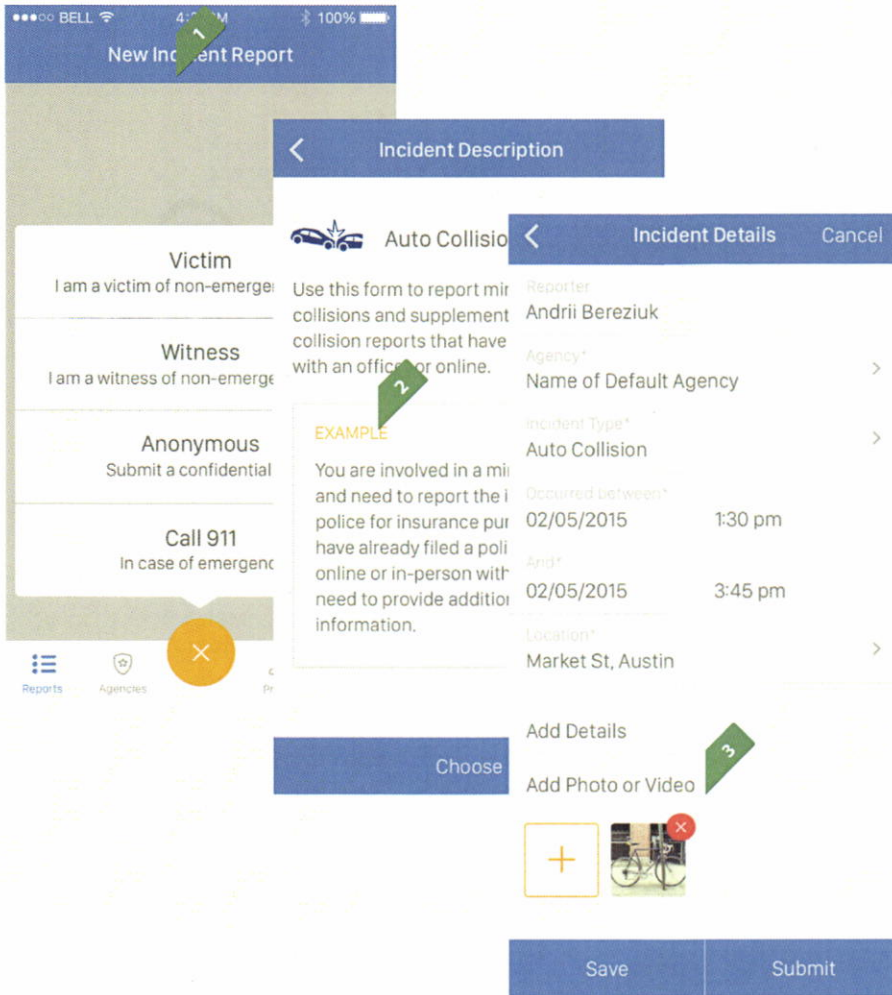
Iris integrates seamlessly with both the Spillman Flex and Nova Records Management software (RMS) systems.



## Additional Data Attachments

The public can easily provide law enforcement personnel with additional resources when reporting an incident through Iris. Photos and video clips captured with the citizen's mobile device can be attached and submitted along with the incident

report, giving responding officers additional insight to incident details. The app also records geolocation data with each submitted ticket, so personnel can rely on detailed and accurate address information when responding to a call for service.



1. Iris allows community members to **submit non-emergency incident reports and anonymous tips from their mobile devices**. The app also prompts users to dial 911 if the situation is an actual emergency, ensuring that they receive the appropriate response.
2. Clear instructions and examples built-in to the app enable users to correctly **submit reports with accurate information**.
3. Community members can use the app to **submit complete detailed information to law enforcement** including accurate location data, the time the incident occurred, and attached photos and videos taken at the scene.

For more than 30 years, Spillman Technologies has provided public safety professionals with innovative software solutions and reliable customer service. Today, Spillman's integrated public safety software is used by more than 1,500 sheriff's offices, police departments, communication centers, fire departments, correctional facilities, and security agencies nationwide.



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