



HxGN OnCall Records | Citizen Reporting

HxGN OnCall Records | Citizen Reporting, part of the HxGN OnCall Records suite, is a public-facing, cloud-based portal designed to speed residents' interactions with law enforcement agencies, provide more transparency and help relieve staffing issues facing public safety departments and local governments.

The Citizen Reporting portal is linked to a law enforcement agency's OnCall Records records management system (RMS). Residents can file preliminary police reports for minor incidents, leave anonymous tips, file a request for city services or view crime or accident maps for their areas depending on the agency's customizable configuration.

Citizen Reporting allows residents to:

- Report non-emergency crimes
- Submit anonymous tips
- Request city services
- View crime or accident maps

Citizen Reporting allows law enforcement to:

- Serve the public faster and more transparently
- Use staff more efficiently
- Provide self-service and resident-facing tools to the public
- Increase the connection between police agencies and the public

Speed interaction with law enforcement

Residents need to know that local law enforcement is responsive to their needs. Oftentimes, it can take longer

than anticipated to speak to an officer about minor incidents, especially when agencies are understaffed. With Citizen Reporting, residents can submit reports quickly and keep track of the status of those reports.

Increase transparency

Transparency between agencies and the communities they serve is essential for building public trust. Citizen Reporting aids in increasing transparency by allowing residents to view maps showing crimes or incidents and search statistics in their areas. Residents can also check the statuses of the non-emergency reports they make.

Decrease staffing issues

When agencies are experiencing staffing shortages, Citizen Reporting helps ease the burden by allowing them to monitor reports without having to respond to all non-emergencies. Officers can manage report alerts without hindering their response to emergency events. The portal also provides peace of mind to residents who know their concerns are heard.

HxGN OnCall Records | Citizen Reporting helps improve community safety by reducing officer paperwork, aiding investigations and improving administrative and resource management tasks.



A crime map in HxGN OnCall Records | Citizen Reporting allows users to see what crimes have been reported and where.

Features

- **Configurable interface:** Agencies can configure the public-facing user interface, specific crimes that can be reported, fixed searches and more
- **Drop-down menu:** The portal allows public users to choose from a drop-down list of minor incidents, then fill in the details and also upload relevant photos, if available
- **Email updates:** After a report, tip or request for service is filed, residents receive a report number and email updates
- **Incident map:** Residents can access a map that shows blocks of reports in their surrounding areas
- **Differentiated reports:** OnCall Records makes preliminary reports from Citizen Reporting easily identifiable and can even identify false reporting
- **Cloud-based application:** Citizen Reporting is hosted by Hexagon and native to the cloud, but can be utilized for both cloud and on-premises deployments

Benefits

- **Increase transparency:** Residents can query and filter historical incidents based on searchable criteria (e.g., case number, location and type and view a dashboard of incidents and mapped incidents)
- **Ease workloads:** Short-staffed agencies can lighten employee burdens by allowing residents to report non-emergencies, access information and search statistics themselves
- **Control data:** Agencies have tight control of information that can be accessed, questions that can be asked, reports that can be submitted, information that is shared and who can access or approve reports and follow up
- **Maintain data integrity:** Reports submitted by residents must be approved by agency personnel prior to submission to the OnCall Records database
- **Route reports:** Agencies can route incorrectly assigned reports to the correct agency

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Hexagon's Safety, Infrastructure & Geospatial division improves the resilience and sustainability of the world's critical services and infrastructure. Our solutions turn complex data about people, places and assets into meaningful information and capabilities for better, faster decision-making in public safety, utilities, defense, transportation and government.