Non-Emergency Reporting (NER)

GovQA NER helps law enforcement agencies allocate officers and resources effectively. NER also allows the public to stay up-to-date on local crime information while being able to communicate crime tips back to law enforcement officials.

Features

Offer a Comprehensive Web Citizen Portal

Branded Web & Mobile Portal
- Offers an official citizen portal with look & feel of police website
- Provides an official mobile application for police-only functions

Non-Emergency Crime Reporting
- Lets Citizens to file non-emergency reports 24/7
- Allows Citizens to provide anonymous tips and sensitive information
- Lets Citizens receive an electronic report suitable for insurance claims

Streamline Processing
- Collects requests via web and mobile channels
- Merges similar requests (graffiti, light/noise, etc.) into one process
- Deflects results for issues that have been resolved
- Auto-routes, escalates, tracks, distributes, logs, and manages requests
- Is actionable across all divisions with centralized management

Citizen Self-Service
- Displays, tracks and ranks top articles
- Suggests citizen course of actions and walks through process
- Allows citizens to search for information based upon categories
- Dynamically updates information as situations change

Proactive Notifications
- Publishes content to website & mobile instantly
- Allows citizens to "follow" information so to receive updates
- Delivers "push notifications" that alert citizens' mobile phones

Scalable Secure Platform
- Permits multi-level securities within department
- Monitors and tracks crime trends through reports
- Integrates seamlessly into your Record Management System

Leading

Web and Mobile

Reporting Platform

Servicing

80 million citizens