Serving public safety agencies nationwide

Police

Toms River Twp. Police Department, NJ
Spillman agency since 2007
215 total users
Spillman’s Police Department Solutions

Spillman software is designed to meet the needs of police departments through solutions for RMS, Mobile Data & Field Reporting, Analytics & Intelligence-Led Policing (ILP), CAD, Mapping & GIS, Data Sharing, and Personnel & Resources.

Spillman is known in the public safety industry for its commitment and performance in four critical areas:

- **Complete system integration** with core products that were originally engineered for interconnectivity
- **Superior multi-jurisdictional data sharing** capabilities that allow multiple agencies to use a single database to securely exchange information in real time
- **Highly dedicated customer services** including committed account management, continued training opportunities, and around-the-clock technical support
- A return on investment philosophy that includes a **single site license agreement** rather than individual or concurrent user licenses. Spillman software allows agencies to have an unlimited number of users on the system at no additional software expense.

**POLICE BENEFITS**

**Keeping Communities Safe with Spillman**

- Command staff monitors trends and pinpoints problem areas.
- Patrol officers access real-time data and complete reports from the field.
- Records personnel create an electronic, accurate, and fully searchable database.
- Dispatchers manage calls for a single police department or multiple jurisdictions.
- Detectives use Involvements® to identify links between suspects, incidents, property, and locations.
- Analysts and Investigators use ILP tools for thorough decision making.
- GIS and Evidence divisions create accurate jurisdictional maps and evidence records.
- IT departments have 24/7 support to quickly answer system questions.

**Command Staff Benefits**

Command staff can use Spillman’s Intelligence-Led Policing (ILP) tools to make informed decisions and identify crime trends. Using the **CompStat Management Dashboard** module, they can view crime data and factors that reflect community health, such as gang activity, vandalism, and graffiti, in an easy-to-analyze format that allows executives to quickly spot trends without running multiple reports. The map-based **Spillman Analytics** module, powered by BAIR Analytics, allows analysts and personnel to dive deeper into crime patterns and trends, prioritize investigative leads, and identify potential hotspots using predictive analytics. Also powered by BAIR Analytics, **CrimeMonitor®** gives the public a community map to search nearby crime activity, visualize crime trends, identify hotspots, submit anonymous tips, and receive neighborhood crime alerts. Spillman’s **Pin Mapping** module plots incidents and suspects on an electronic map, allowing agencies to see spatial relationships and visualize trends.

The CompStat Management Dashboard module enables command staff to monitor statistics and changes in crime rates, gang activity, and other incidents that affect quality of life.
With the **CAD Mapping** module, command staff can easily view the location of police units and incidents as they appear on a real-time electronic map. They can also use the **Spillman Touch®** module to search data and view records and images from a mobile device, even when out of the office. Command staff can also query data from both Spillman and non-Spillman agencies outside of jurisdictional boundaries using Spillman **InSight**, while Spillman's **StateLink** module allows them to query state and national databases for information.

Spillman software also allows agencies to manage their resources and improve efficiency. Command staff can use the **Personnel Management** module to track employees' foreign language skills, certifications, and explosives expertise. This information can be used to recruit or train employees as needed and ensure that existing employees remain current with training and certification requirements.

Agencies can meet requirements for the Sex Offenders Registration and Notification Act (SORNA) using the **Sex Offender Tracking** module to enter, manage, and track critical data on sex offenders.

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**Patrol Benefits**

Spillman facilitates an efficient Mobile Office by allowing field personnel to easily access real-time data from their vehicle laptops. Patrol officers can view images and name, vehicle, incident, and property information from the field using Spillman's **Mobile Records** module. Features like large, easy-to-use icons and a night-mode screen setting make the software ideal for use by field officers.

Patrol officers can create and submit reports from vehicle laptop computers or mobile devices by querying their agency’s database – as well as outside databases - and using that data to complete them. Officers can complete law, accident, citation, warning, and field interview forms as well as narratives from the field, eliminating the need to return to the office to fill out paperwork. Spillman offers **Mobile State Crash** and **Mobile State eCitation Forms** for customers that require state-specific submissions and **Mobile Generic Citation** and **Mobile Generic Accident Forms** for those who don’t. Spillman’s **Driver License Scanning** module allows officers to pre-fill forms by scanning a driver license bar code or magnetic strip. Personnel can also complete forms using data captured with Spillman’s **Mobile State and National Queries** module.

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**Return on Investment**

Spillman is dedicated to ensuring that customers receive a full return on their software investment. Spillman offers more than 40 modular software solutions, allowing agencies to create a flexible and customized system to meet their unique needs while preserving all the benefits of an off-the-shelf system. Spillman’s unique site-license pricing model and system scalability provides an immediate savings and long-term value by allowing for a police department’s growth without added expense or sacrificing system performance. Spillman devotes millions of dollars annually to create user-requested product enhancements and updates. With approximately 80 percent of annual product enhancements coming from user suggestions, customers play a vital role in determining the evolution of Spillman software.
Spillman’s Mobile software also helps field personnel maintain constant communication with dispatchers and other officers. Personnel can send and receive messages using Spillman’s Mobile Messenger, which also allows users to view scrolling BOLOs and alerts along the bottom of the screen. Using Spillman’s Mobile Voiceless CAD module, officers can view calls and call comments in real time as they are entered by dispatchers, update call and unit status, and access address and radio log history information. Calls listed on the screen turn red after a pre-determined response time elapses, helping agencies ensure that incidents are responded to in a timely manner.

With the Spillman Touch module, officers use a mobile device to view real-time dispatch information, receive call assignments, and update a unit’s status. The Mobile AVL Mapping module uses Automatic Vehicle Location (AVL) technology to track the location of all fleet units through Global Positioning System (GPS) receivers, allowing dispatchers to remain informed of each unit’s position at all times. The Quickest Route module allows personnel to determine the fastest route to a call.

Patrol officers and supervisors can use the map-based Spillman Analytics module from their vehicle laptops to view crime patterns and trends and to identify potential hotspots and perform predictive analytics for a specific geographical location or beat. Officers can use the Sex Offender Tracking module to record sex offender registration renewals, schedule future renewals, and record activities like contact with an offender, follow-up visits and phone calls, notifications to community residents, and critical notices and alerts for officer safety.

Records Benefits
Spillman’s integration helps records personnel maintain data integrity. Information entered into the database is organized into master tables that are shared throughout all system modules, helping to eliminate accidental duplicate entry. Spillman’s Law Records with UCR/NIBRS module integrates with the CAD module to automatically link appropriate CAD call information to related incident records for rapid, consistent data entry. Agencies can also use the Law Records module to generate reports for crime analysis, archiving, and submission to the Uniformed Crime Reporting (UCR) Program and the National Incident-Based Reporting System (NIBRS). Records personnel can use the Sex Offender Tracking module to create and manage records on sex offender incidents, including offense, conviction, victim information, and all required SORNA information.

Spillman’s powerful searching capabilities allow personnel to quickly retrieve data by searching from any field on the screen using wild-card and sounds-like searches. Agencies can also use Spillman InSight to query data outside of their jurisdictions. Spillman’s Law Records module automatically creates links of Involvements® and Visual Involvements®, making personnel aware of important relationships between information.
Spillman’s Workflow Approval Management feature allows agencies to assign and track the status of reports from any module within the Spillman system and view the status history of a record. The software also enables personnel to attach files, images, and audio files to records. Once a record is sent, agencies can see the recipient and purpose, helping ensure that sensitive information is not released to unauthorized parties.

**Dispatch Benefits**

Dispatchers can efficiently manage calls for a single police department or multiple jurisdictions using Spillman’s **Computer-Aided Dispatch (CAD)** module. From the CAD command line, dispatchers can instantly query name, vehicle, property, and law incident records within the **Law Records** module without exiting the CAD screen. Multiple CAD screen capabilities allow personnel to easily handle calls from several agencies or jurisdictions. Screen features are customizable, enabling agencies to configure the dispatch screen to meet individual preferences. Personnel can choose to dispatch calls with a mouse or directly from the CAD command line. Spillman’s CAD module also provides real-time call updates, unit responses, and automatic alerts on wanted or missing persons. The **CAD Management Dashboard** gives dispatch supervisors and administrators a visual tool for monitoring call statistics and personnel performance in order to better target resources and improve response times.

Dispatchers can determine which unit is closest to a call using the **Quickest Route** module, which takes into account local street networks and geographic barriers. The **Response Plans** module provides agencies with a pre-determined list of response assignments and instructions for various incidents. Spillman’s **Geographic Information System (GIS)** is fully integrated into the dispatch software, allowing personnel to access to historical information about an address as well as time-saving features like common place names and reverse coordinate-to-address geocoding.

Agencies can also use Spillman’s **CAD Mapping** module to access visual information about an area, including street names, major buildings, landmarks, and more. With Spillman’s **E9-1-1 Interface**, dispatchers can view real-time locations of wireless and landline calls on a digital map. When combined with the **CAD Mapping** module and a Global Positioning System (GPS), all AVL-equipped units will be displayed in the correct location on CAD Maps.

**Investigations and Analyst Benefits**

The unique architecture of the Spillman system optimizes the speed and ease of searching live data, allowing investigators the ability to search the database for information on complainants, victims, offenders, suspects, witnesses, evidence, vandalism, arson, vehicles, and stolen and recovered property. Investigators can use the **Sex Offender Tracking** module to create and view reports about sex offender activity. Personnel can use Involvements and Visual Involvements to advance investigations by exploring the relationships between data and can use the **Pin Mapping** module to view spatial relationships between suspects and incidents. The Spillman system also allows agencies to protect sensitive information about ongoing investigations by limiting unauthorized personnel’s access to data.

Spillman gives analysts the tools needed to assist in Intelligence-Led Policing (ILP) and comparative statistics efforts to help the agency make proactive, informed decisions. Investigators and analysts can use the map-based **Spillman Analytics**, powered by BAIR Analytics, to search for and analyze data to determine geographical crime and incident trends. With Spillman Analytics, agency personnel - from command staff to patrol officers to analysts - can
visually identify potential crime hotspots on a crime density map, prioritize areas through geographic profiling and geo-fencing, initiate queries using multiple data layers, and compare activity by performing customizable data range searches.

**Evidence and GIS Benefits**

Using Spillman’s Evidence Management module, agencies can track location, custodial information, and the history of evidence items. Personnel can link evidence records to existing name, vehicle, property, and law incident records stored in the Spillman system and attach images using Spillman’s Imaging module. Spillman’s Evidence Bar Code and Audit Interface module allows agencies to track item movement by attaching bar codes to items.

Spillman’s Geographic Information System (GIS) software allows agencies to save time by connecting directly to an ESRI ArcGIS server, eliminating the need to load a map into the database. With Spillman, personnel can access a layered electronic map of jurisdictional boundaries containing detailed street information, specific addresses, and intersections. Spillman’s GIS is fully integrated with Spillman CAD, allowing dispatchers to access comprehensive address information like alerts and past incidents, address candidate scoring, common place names, duplicate call alerts, and dispatch zone assignment.

Spillman’s flexible solutions allow all types and sizes of police departments – including campus and tribal police - to build a software system that works the way they do. Campus police departments can use Spillman to identify common locations rather than address coordinates, track student registrations and hangouts, and meet Clery reporting requirements. Tribal police departments benefit from the ability to share criminal activity beyond the reservation borders and to focus on community service, crime prevention, and substance abuse.
Total Software Integration
At the core of the system is Spillman's Integrated Hub™ – the foundation for the system’s key components including a single-source database, master tables, Geographic Information System (GIS) technology, and message center. Using an open, centralized database, all information is entered, stored, and extracted in real time while providing total software integration, allowing all departments within an agency to share live data.

Single, Open Database – As the sole location for the input, storage, and retrieval of agency-wide records, the system’s single-source database allows agencies to build a foundation of secure and accurate information. Its open-architecture design supports industry standards such as Open Database Connectivity (ODBC) and SQL to make data easily accessible.

Master Tables – The system’s master tables allow users to enter data once, where it is automatically shared among related modules. All tables are accessible from any Spillman module, providing direct access to critical agency information. Related files can also be attached to records, including images, audio files, and other essential documents. Master tables include names, vehicles, property, wanted persons, on-call scheduling, demographic summary, resources, and dissemination.

Message Center – Spillman’s messaging feature allows users to view state search returns and send or receive messages directly from the system. Instant messaging provides communication between single agency users or groups. It also provides pop-up alerts for BOLOs, ATLs, and Amber Alerts with audible and visual notification.

Multi-Platform Compatibility – The Spillman system is compatible with Microsoft Windows®, IBM AIX®, and Red Hat Enterprise Linux® operating systems. This compatibility enables agencies to choose the platform that best fits their needs and maximizes the productivity of system users.

Data Sharing and NIEM – The Spillman system is designed to unify all divisions throughout an agency in addition to supporting regional data sharing with real-time data flow. Intra-agency sharing streamlines data exchange by connecting departments through fully integrated modules and immediate access to information. Regional sharing makes it possible for multiple “shared” agencies to utilize one central Spillman database housed by a “host” agency. Using the National Information Exchange Model (NIEM), the Spillman system also allows agencies to interface with third-party systems without developing costly interfaces.

Multi-jurisdictional Interoperability
Spillman’s integrated public safety solutions enable multiple jurisdictions to share data while keeping sensitive information secure and preserving unique agency standards. Police departments, communication centers, sheriff’s offices, fire departments, and correctional facilities across the nation use Spillman to exchange critical information. In fact, 80 percent of Spillman customers use the software to share data with anywhere from two to 51 other Spillman and non-Spillman agencies.

Powerful Searching – The Spillman system enables agencies to pinpoint information fast. Agencies can search multiple fields simultaneously, search a single field or combination of fields, expand or restrict search criteria, and use versatile criteria like “wild card” or “sounds-like” searches.
Total System Security – Spillman’s enhanced data security allows agencies to meet state and FBI CJIS security requirements by limiting information access at both system and user levels. Sensitive data is protected by defining permissions for programs, menus, screens, and even individual records and fields. Additionally, Spillman’s PassKey enables agencies to achieve two-factor authentication, also known as Advanced Authentication, for access to their systems. Two-factor authentication permits users to access a computer, application, or file only after submitting at least two independent login credentials, such as a username and password combination as well as a physical object like a coded USB drive.

MODULES

Modules accompanied by an asterisk indicate those most suited to police departments.

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Third-party Interfaces

To help agencies maximize existing vendor relationships, Spillman partners with a variety of third-party vendors through custom software interfaces as well as XML or ODBC data exchanges. Two premier partnerships that benefit police departments include HipLink Paging and Priority Dispatch’s ProQA products.

The HipLink Paging Interface allows officers to receive critical call information using a variety of devices. Dispatchers can use the HipLink Paging interface to wirelessly relay real-time call information to pagers, smart phones, faxes, printers, laptop computers, landline phones, and more. Pages can be sent manually, or the interface can be configured to send pages automatically based on the type and nature of the emergency.

ProQA Interfaces allow agency personnel to transfer important law data between Spillman’s Computer-Aided Dispatch solutions and Priority Dispatch’s ProQA products. The interfaces integrate ProQA or ProQA Paramount data into the dispatch process, making it easy to start a new ProQA case and keep a thorough record of calls, searchable from within Spillman’s CAD.

Other common interfaces for police departments include AutoCITE, CopLink, CopLogic, Incode Courts, New Dawn Technologies, Pictometry, Crime Reports, VINE, and multiple field reporting vendors. For additional information about Spillman’s interfaces, visit www.spillman.com/interfaces.

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 1,000 police departments, sheriff’s offices, communication centers, fire departments, and correctional facilities nationwide.