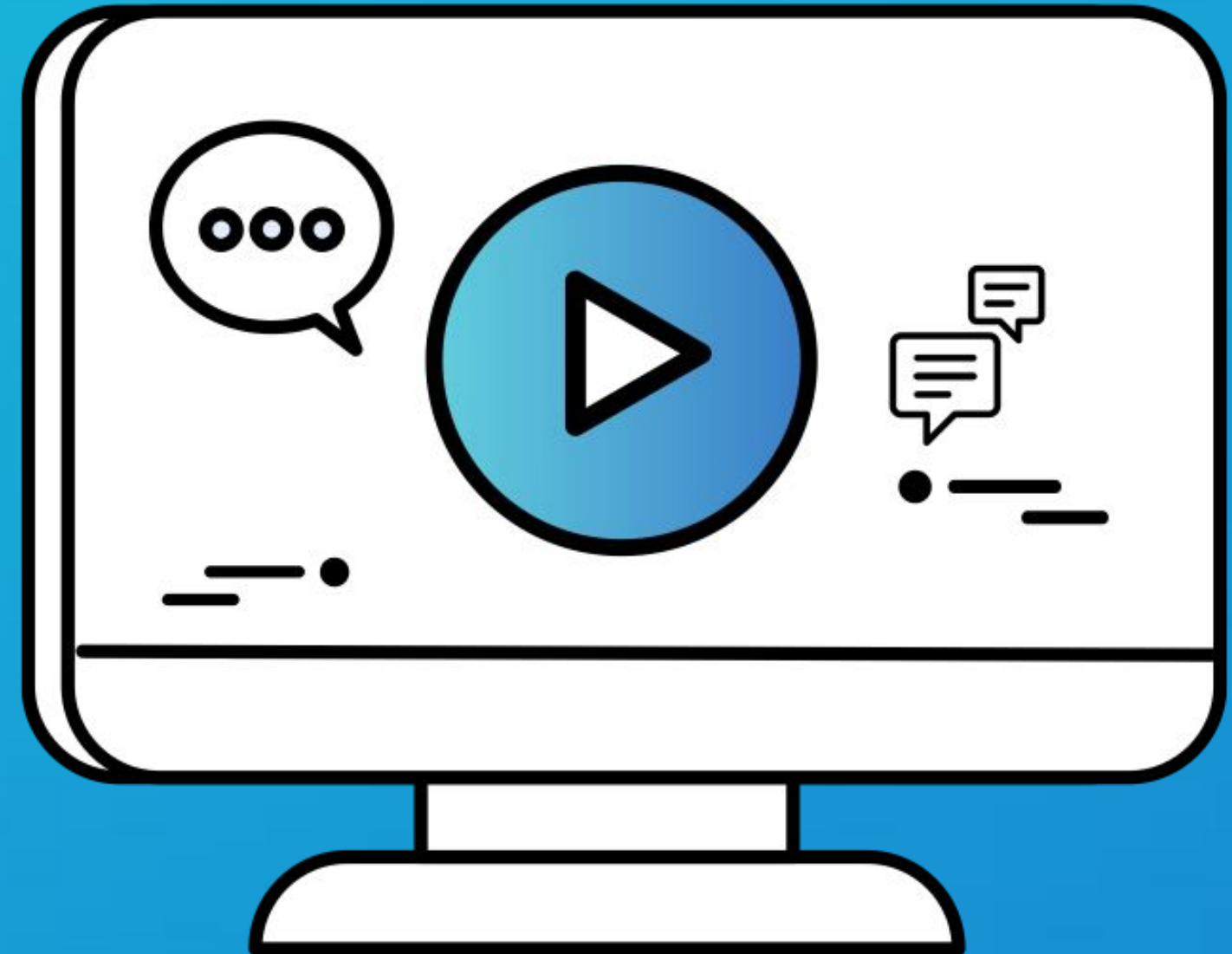


Welcome

Best Practices:

How to Train,
Equip, and Protect
First Responders



Presenters



Sandy Miranda
Chief Customer Officer



Scott MacDonald
Public Safety General Manager
Co-founder/CEO of CueHit



Chris Yecker
Founder/CEO of Planit
Schedule



Karin Ellis
Sales Engineer/ Agency360

Webinar Agenda

PowerDMS Platform

- Where We've Been
- Where We Are
- Where We're Going

New Product Overviews

- PowerEngage (CueHit)
- PowerTime (PlanIt Schedule)
- PowerFTO (Agency360)

Next Steps

Q&A

History
**Where
We've Been**

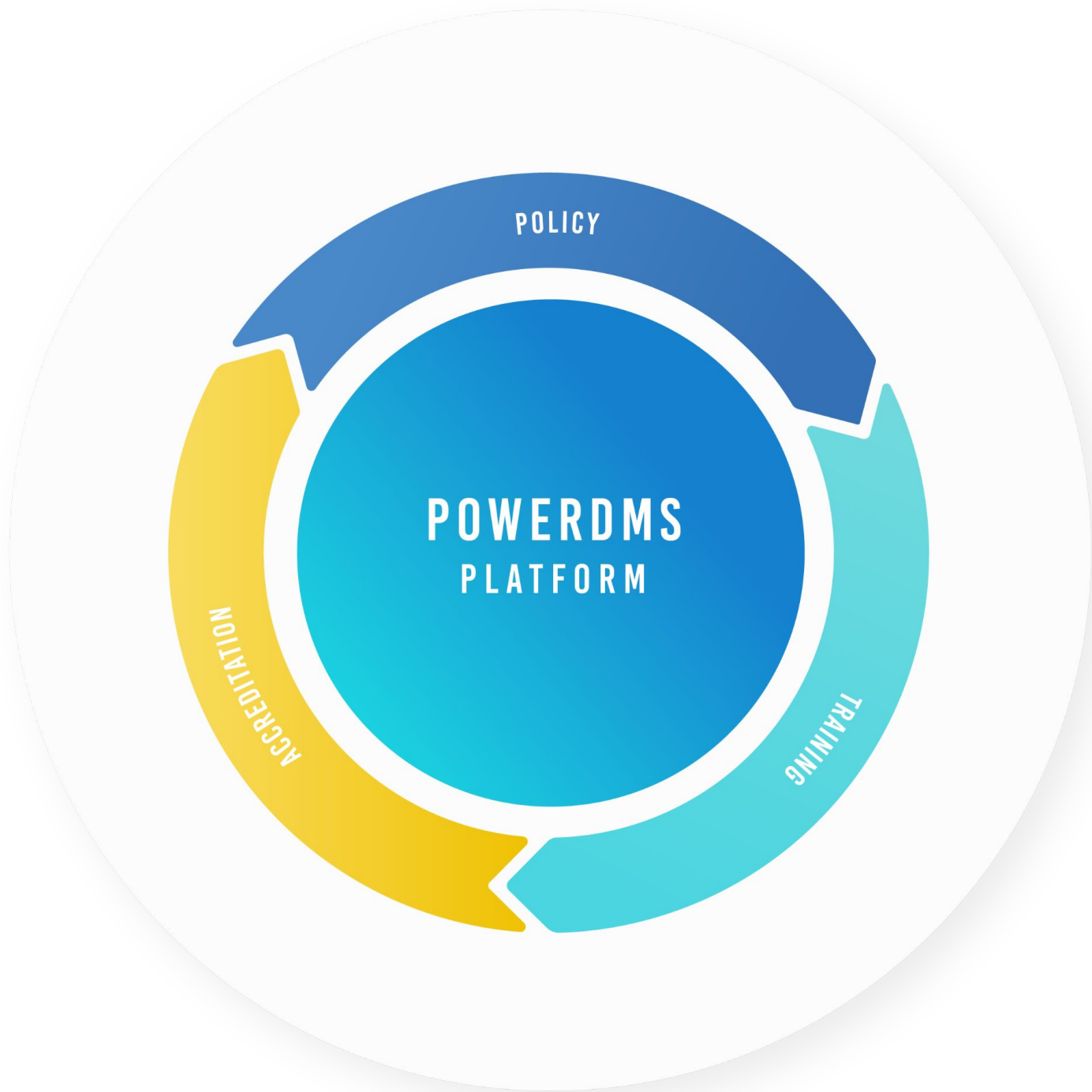


Thank You

For your business and support

Since 2001, we've strived to serve you and to contribute to your success in public safety. We're proud of what we've accomplished, and we couldn't have done it without you.

- 4,500+ customers
- 400,000+ active users
- 20+ years



Our Mission

To serve the people who serve the people

This mission continued to be realized through NEOGOV's acquisition of PowerDMS in December of 2020.

WE SERVE
THE PEOPLE
WHO SERVE
THE PEOPLE



Today
Where We Are



One Company

Two distinct brands

NEOGOV is the parent company of **PowerDMS**

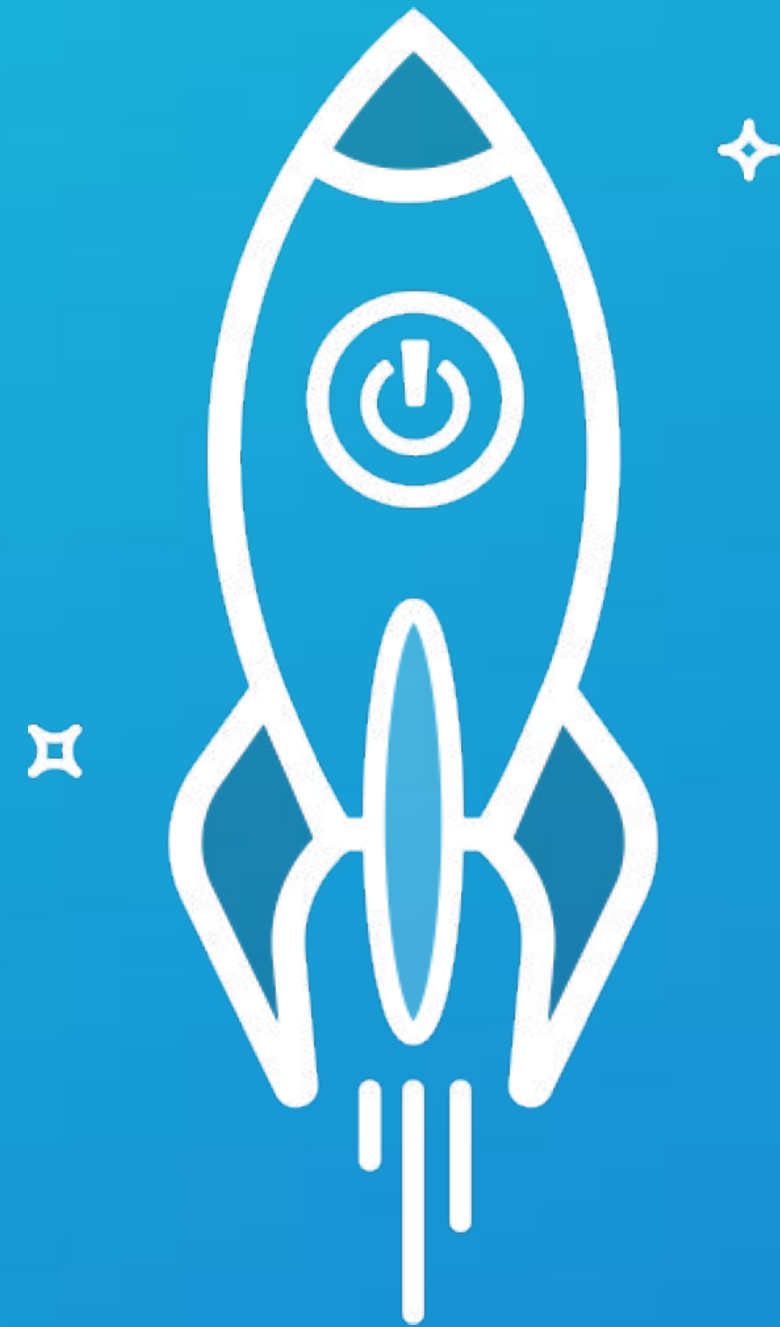
- **NEOGOV:** Public Sector HCM Platform
- **PowerDMS:** Public Safety Workforce Platform

*The PowerDMS platform still includes policy and accreditation management, but with the newly acquired products, we can better serve the growing needs of public safety.



NEOGOV | PowerDMS

Future
**Where We're
Going**



Public Safety Challenges

Key challenges

- Recruiting, hiring, retaining staff
- Growing, coaching, managing teams
- Compliance, accountability, transparency with community
- Morale and wellbeing of first responders



Public Safety Workforce Platform

The purpose behind PowerDMS

- **One platform** for managing **first responders** across their careers in public safety - from candidate to retirement
- **A 360° approach** to the problems facing Public Safety leaders and their **teams**



PowerDMS[®]

Digital Management Software

 **Policy**  **Standards**  **Engage**  **FTO**  **Time**





Formerly  CueHit

Engage

Engage Citizens

Public Safety Specific

- Surveys
- Informations
- Updates

A PLATFORM FOR PUBLIC SAFETY to **GET FEEDBACK** FROM OTHERS INVOLVED, IMPROVE **STAFF MORALE** and KEEP CITIZENS **INFORMED**



-  Rules Engine Designed for Sensitive Public Safety Interactions
-  Automated Text Communications with Citizens and Stakeholders
-  Satisfaction and Feedback Surveys to Those with Recent Interactions
-  Automatic Delivery of Positive Comments to Staff
-  Officer and Staff Morale and Wellness

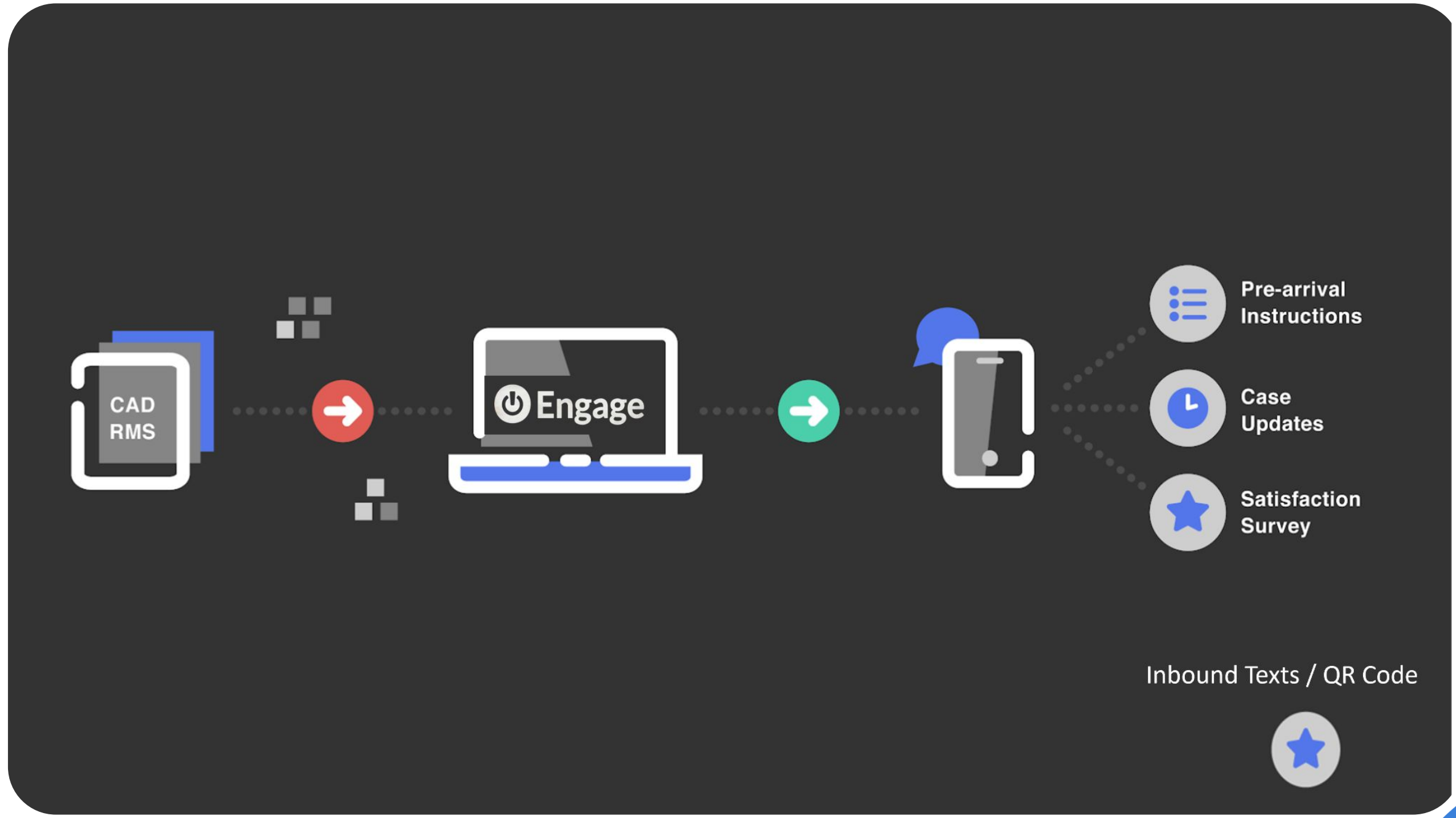




Leverage Data

Public Safety Sensitive

- CAD, RMS, JMS
- Incidents, Cases
- Secure

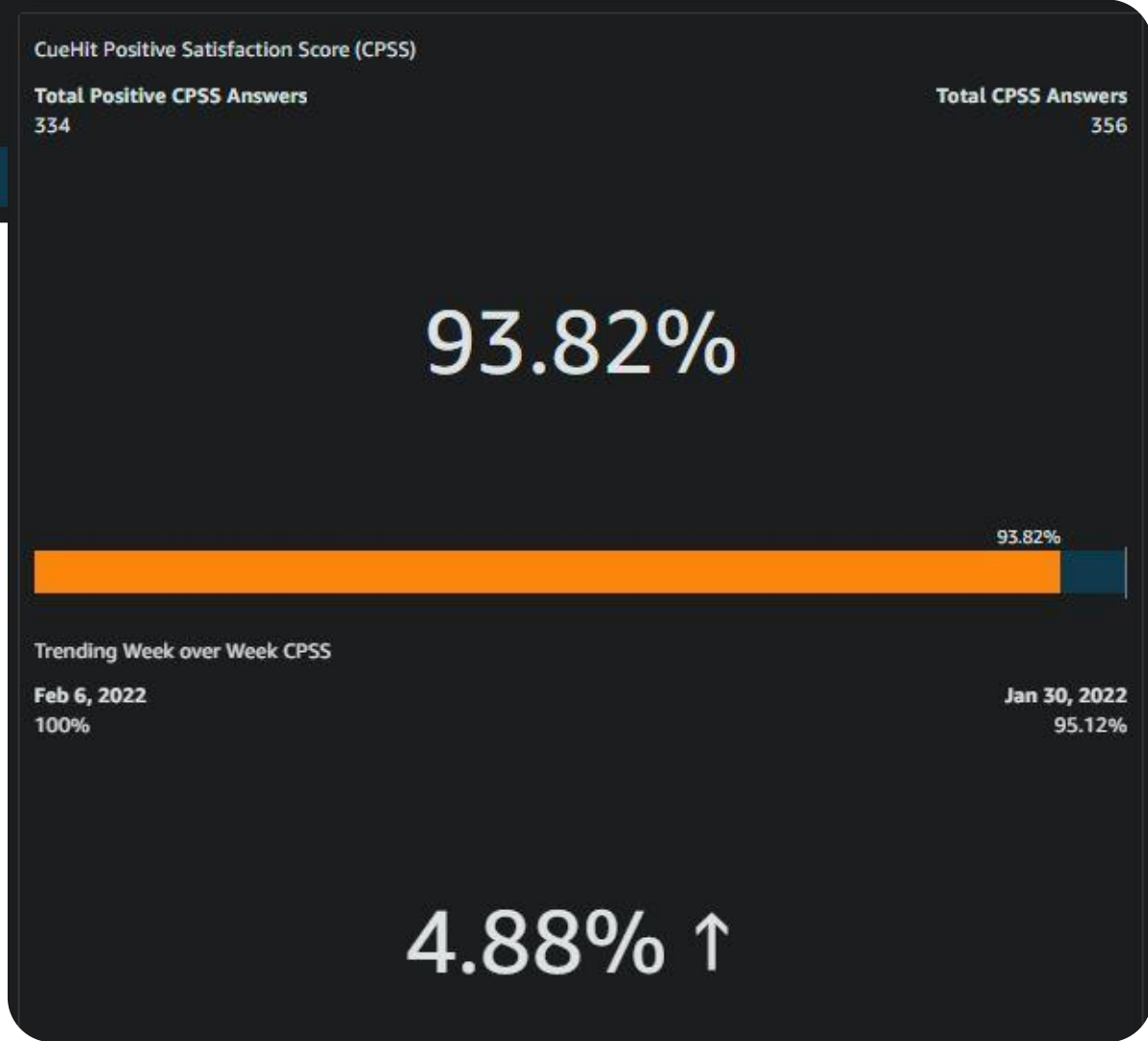
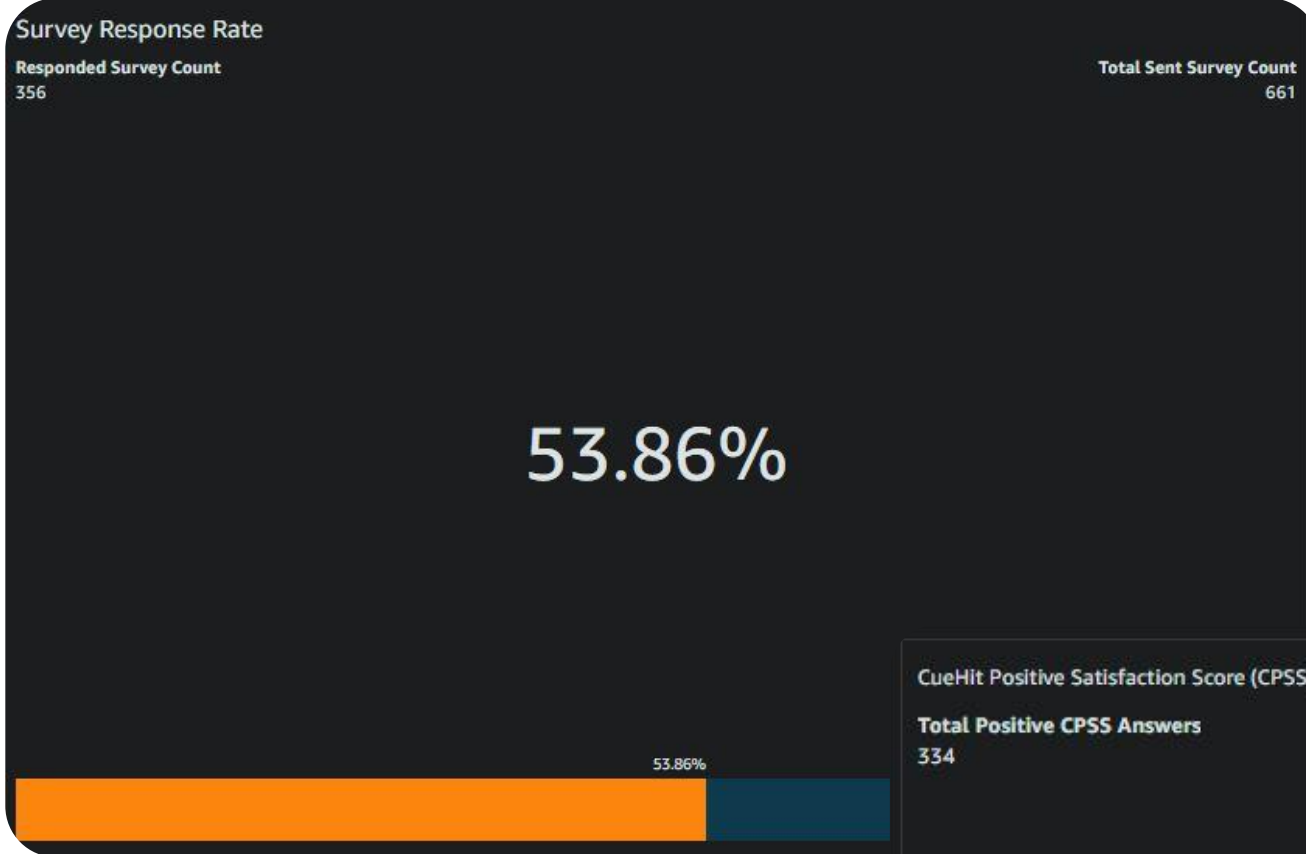




Measure Engagement

Reach and Satisfaction

- High Response Rates
- Overwhelmingly Positive





Drive Automation

No Manual Intervention

- Type of Events
- Who, When and What
- Information about
 - Delayed Response
 - Case Assignments
 - Pre-Arrival Instructions

- Reduce Unnecessary Manual Work / Callbacks

A screenshot of the 'Edit Rule' interface in the Engage system. The interface is dark-themed and split into two main sections: 'Edit Rule' on the left and 'Versions' on the right. The 'Edit Rule' section shows the rule name 'Test Note' and a 'Versions' list with 'Version 0' selected. The 'Versions' section is the main configuration area, showing 'Encounter Type' set to 'CAD'. Under 'Filters', 'Incident Type' is set to 'In List' with a list of incident types: NOISE, ANIMAL, PARTY, MVA, BURG, and THEFT. Under 'Target', the 'Complainant Survey' is set to 'Send Survey'. Other settings include 'Delay from Trigger' set to 4 hours, 'Require Review' set to off, 'Target Role' set to CALLER and VICTIM, and 'Quiet Hours' set from 08:00 PM to 08:00 AM. There are 'Add Filter' and 'Add Target' buttons at the bottom of the configuration area.





Simplify Responses

No hyperlink or leaving conversation

- Simple scale responses build the score
- Sentiment analysis
- 3 to 4 questions

Complainant Survey

11/23/2021
Hello. This is Chief with CueHit Police. Please answer a few quick questions about your interaction with our department this week. How would you rate your satisfaction with the department? Please respond with a number between 5 - Very Satisfied and 1 - Very Unsatisfied.

11/23/2021
5

11/23/2021
Great job helping my sister. Bless you!

11/23/2021
Please provide any feedback you have for the officer or for the department.

11/23/2021
Thank you for taking the time to answer these questions. Visit us at www.cuehit.com





Improve Morale

Positive Feedback Delivered

- Big Screen TV in Dispatch, Briefing Room, Break Room
- Weekly Email to Officer / Dispatcher with Positive Comments about their Incidents and Calls
- Supervisors See All Comments by Department or Person

Feedback Board

- Great interaction.
- Very friendly
- The officer was extremely professional! Thanks again.
- Great job helping my sister. Bless you!
- The dispatcher was very nice
- The officers were very responsive and understanding.
- Thank you
- Thanks for helping us
- He was great.



Time

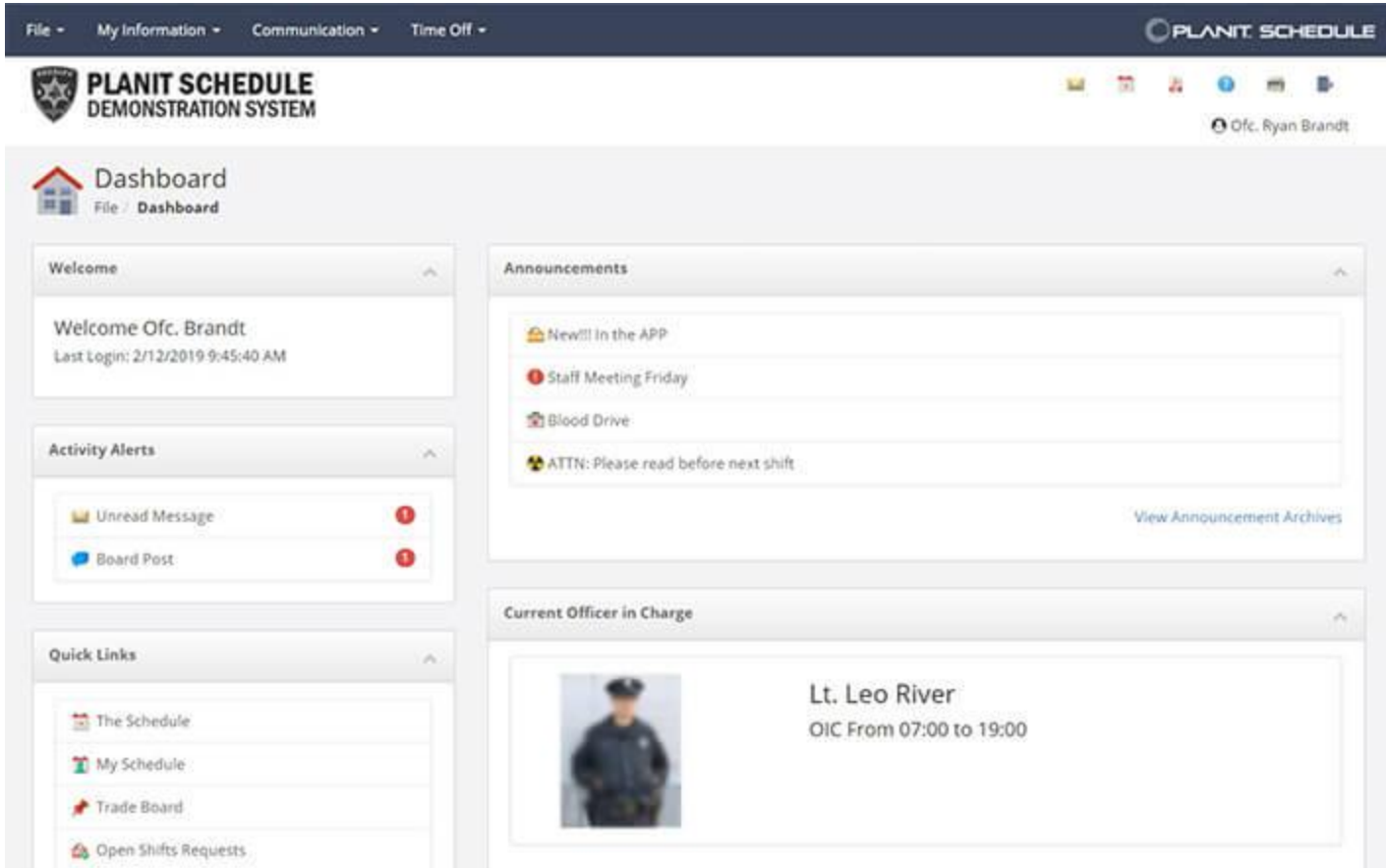
Formerly 



Overview

Fulfilling the needs of public safety scheduling

- Multiple schedule views (Platoon/spreadsheet, Calendar, Day/Roster, My schedule)
- Shift Trades
- Time Off
- Open Shifts
- Overtime
- Court Scheduling





Communications

Keeping everyone informed

- Internal messaging
- Boards
- Blasts - email/mobile/voice
- Notifications

A screenshot of a web application interface titled 'Communication Blasts'. The interface includes a header with a red mobile phone icon and the text 'Communication Blasts' and 'Communication / Blasts'. Below the header, there is a sub-header 'Communication Blasts' and a descriptive sentence: 'Alert your employees by either email, text, or voice mass notifications.' The main content area contains three distinct sections: 1) 'Email Blast' with an envelope icon, description 'Send an email to all or selected employees.', and buttons for 'Start Blast' and 'View History'. 2) 'Mobile Blast' with a speech bubble icon, description 'Send a short message to all or selected employees' cell phones.', and buttons for 'Start Blast' and 'View History'. 3) 'Voice Blast' with a telephone handset icon, description 'Call all or selected employees with a recorded message and optionally prompt them to respond by pressing a key.', and buttons for 'Start Blast', 'View History', 'Minutes: 25', and '# Set Caller ID'.

Communication Blasts
Communication / Blasts

Communication Blasts

Alert your employees by either email, text, or voice mass notifications.

Email Blast
Send an email to all or selected employees.
▶ Start Blast ◀ View History

Mobile Blast
Send a short message to all or selected employees' cell phones.
▶ Start Blast ◀ View History

Voice Blast
Call all or selected employees with a recorded message and optionally prompt them to respond by pressing a key.
▶ Start Blast ◀ View History ⌚ Minutes: 25 # Set Caller ID





Scheduling

Powerful tools that are easy to use

- Easily edit day to day schedules
- Identify staffing gaps with staffing requirements
- Template out staff rotations
- Template out staffing requirements
- Quickly record adhoc time off requests and call offs

Calendar Schedule

My Information / Schedules / The Schedule

Platoon Schedule | Calendar Schedule | Schedule Editor

Refresh | Dates | Filtering | Options | Reports | Print | Device Settings

Month | Today | Month

April 2019

SUNDAY 3/31	MONDAY 4/1	TUESDAY 4/2	WEDNESDAY 4/3	THURSDAY 4/4	FRIDAY 4/5	SATURDAY 4/6
	1	2	3	4	5	6
	SHIFTS	SHIFTS	SHIFTS	SHIFTS	SHIFTS	SHIFTS
	Admin Chief Copley 0900-1700 Lt. River 0900-1700 Lt. Ward 0900-1700	Admin Chief Copley 0900-1700 Lt. River 0900-1700 Lt. Ward 0900-1700	Admin Chief Copley 0900-1700 Lt. River 0900-1700 Lt. Ward 0900-1700	Admin Chief Copley 0900-1700 Lt. River 0900-1700 Lt. Ward 0900-1700	Admin Chief Copley 0900-1700 Lt. River 0900-1700 Lt. Ward 0900-1700	Patrol Capt. Williams Day Ofc. Arnold Day Ofc. Bull Day Ofc. Cassidy Day Ofc. Logan Day Ofc. Morgan Day Ofc. Platt Day Sgt. Gibbs Night Ofc. Chapman Night Ofc. Gonzalez Night Ofc. Lee Night Ofc. Sumner Night Ofc. Willis Night
	Investigations Det. Alderman Day Det. Boardman Day	Investigations Det. Alderman Day Det. Boardman Day	Investigations Det. Alderman Day Det. Boardman Day	Investigations Det. Alderman Day Det. Boardman Day	Investigations Det. Alderman Day Det. Boardman Day	COURT APPEARANCES No Appearances CALL OFFS No Call Offs TIME OFF Vacation
	Patrol Capt. Williams Day Ofc. Arnold Day Ofc. Bull Day Ofc. Cassidy Day Ofc. Logan Day Ofc. Morgan Day Ofc. Platt Day Sgt. Gibbs Night Ofc. Chapman Night Ofc. Gonzalez Night Ofc. Lee Night Ofc. Petty Night Ofc. Sumner Night Ofc. Willis Night	Patrol Capt. Williams Day Ofc. Arnold Day Ofc. Bull Day Ofc. Cassidy Day Ofc. Logan Day Ofc. Morgan Day Ofc. Platt Day Sgt. Gibbs Night Ofc. Chapman Night Ofc. Gonzalez Night Ofc. Lee Night Ofc. Petty Night Ofc. Sumner Night Ofc. Willis Night	Patrol Sgt. Watson Day Ofc. Brandt Day Ofc. Cornette Day Ofc. Dominguez Day Ofc. Merrill Day Ofc. Mullis Day Capt. Smith Night Ofc. August Night Ofc. Dillon Night Ofc. Howard Night Ofc. Reif Night Ofc. Snow Night	Patrol Sgt. Watson Day Ofc. Brandt Day Ofc. Cornette Day Ofc. Dominguez Day Ofc. Merrill Day Ofc. Mullis Day Capt. Smith Night Ofc. August Night Ofc. Dillon Night Ofc. Howard Night Ofc. Reif Night Ofc. Snow Night	Patrol Sgt. Watson Day Ofc. Brandt Day Ofc. Cornette Day Ofc. Dominguez Day Ofc. Merrill Day Ofc. Mullis Day Capt. Smith Night Ofc. August Night Ofc. Dillon Night Ofc. Howard Night Ofc. Reif Night Ofc. Snow Night	COURT APPEARANCES No Appearances COURT APPEARANCES No Appearances COURT APPEARANCES Vacation

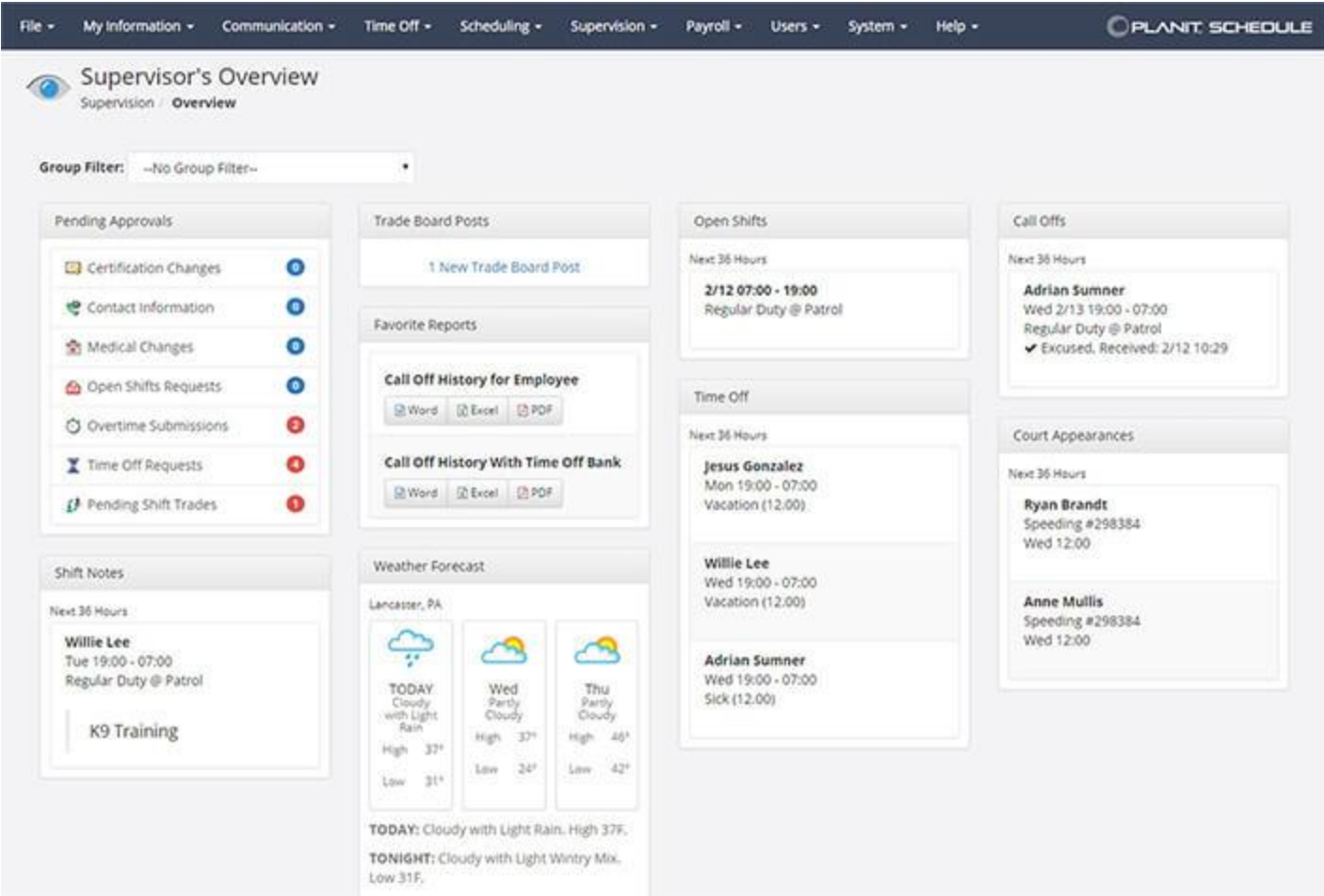




Administration

Control of the day-to-day operations

- Supervisor Overview
- Export out to dozens of payroll provider
- Full system administration
- Help and Support





Formerly AGENCY360



Overview

Setting the right first impression

- Easily capture critical data
- Communicate Expectations
- Access real-time data

Trainee Dashboard

Patrick Trainee Phase 2 39 Daily Observation Report

Program Forms

All Statuses

Date	Form Name	Stage
01/19/2022	Daily Observation Report #55	Start
01/19/2022	Daily Observation Report #54	Trainee Sign-Off
11/02/2020	Daily Observation Report #53	Completed
10/30/2020	Daily Observation Report #52	Completed
10/16/2020	Daily Observation Report #51	Completed
08/27/2020	Daily Observation Report #49	Completed
07/07/2020	Test Quiz #1	Initialized
06/17/2020	Daily Observation Report #48	Completed
06/11/2020	Daily Observation Report #45	Completed
04/09/2020	Daily Observation Report #44	Completed
03/24/2020	Daily Observation Report #36	Completed
03/19/2020	Daily Observation Report #35	Completed
03/03/2020	Daily Observation Report #33	Completed
02/21/2020	Daily Observation Report #29	Start
02/20/2020	Daily Observation Report #28	Start

Reports Overview

305 Hours Observed

All Phases

Performance Categories

Most Acceptable

- 4 Self-initiated Field Activity
- 4 Officer Safety: General
- 4 Acceptance of Feedback/FTO/FTP

Least Acceptable

- 1 Acceptance of Feedback/FTO/FTP
- 3 Acceptance of Feedback/FTO/FTP
- 3 Attitude toward Police Work

* Trends calculated using the last 5 Evaluation forms

Pending Tasks

70 Completed

2 Overdue

147 Incomplete

219 Total

Skills

Most Completed

- 1 out of 0 Remediation Plan Discussed/Acknowledgement
- 20 out of 9 Traffic Stop

Least Completed

- 0 out of 5 Drunk Driving
- 0 out of 5 Suspicious Activity

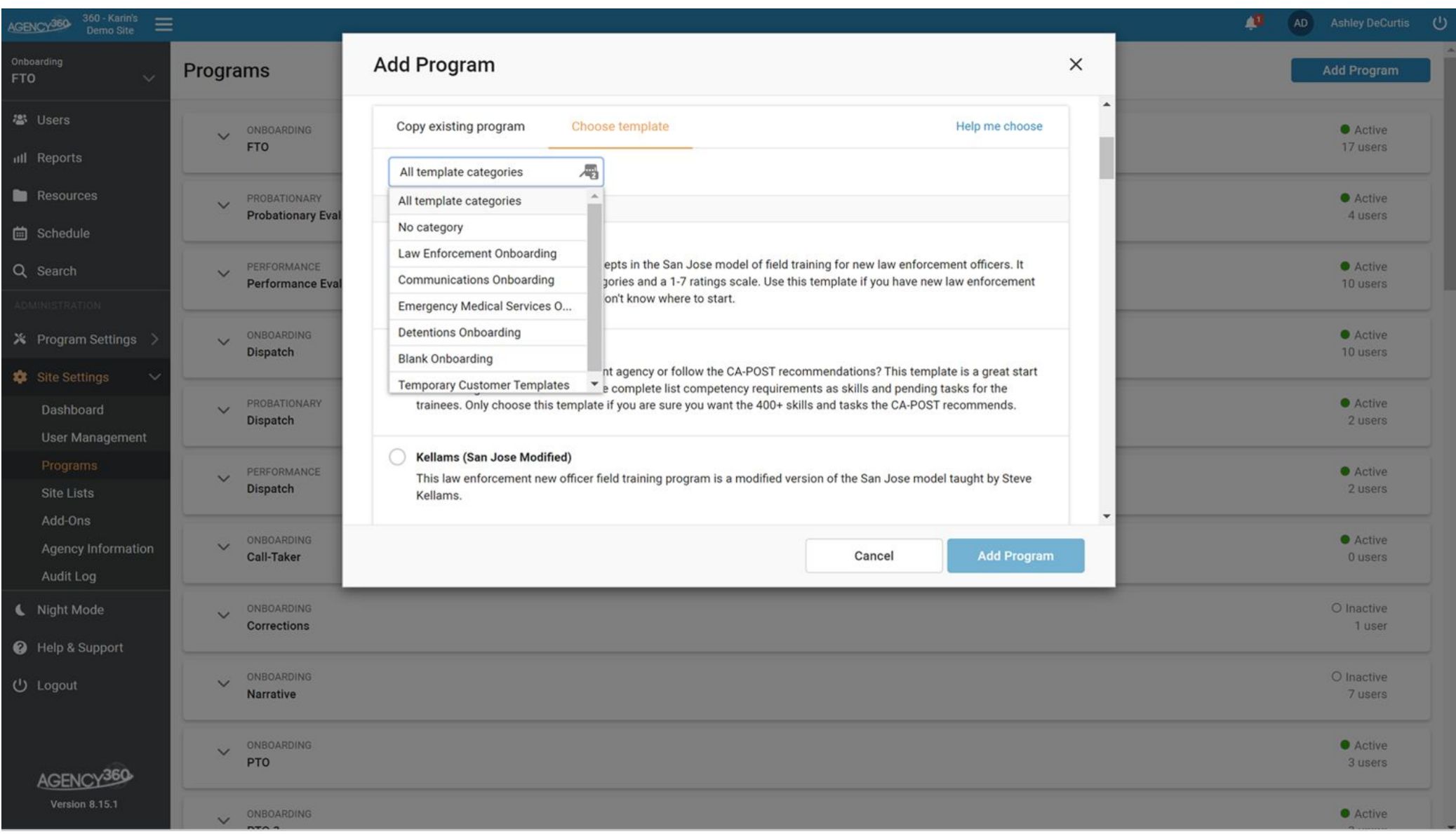




User Friendly

Easy to configure, use, & maintain

- Template Library
- Standard Public Safety Forms
- Track any Agency Role





Timely and Accurate Onboarding System that is

- Mobile-Friendly
- Provides built in automations
- Increased consistency and objectivity

Daily Observation Report #56 Start

Patrick Trainee Day Shift District 1 Phase: Phase 2 Hours: 9 Form Date: 02/08/2022 Edit

Activities Performance Summary

Attitude

Attitude toward Police Work 1 2 3 4 5 6 7 0m Eye Down Arrow

Integrity/Ethics 1 2 3 4 5 6 7 0m Eye Down Arrow

Leadership 1 2 3 4 5 6 7 0m Eye Down Arrow

Acceptance of Feedback/FTO/FTP 1 2 3 4 5 6 7 0m Eye Up Arrow

Defensive, makes rationalizations for mistakes.

[View Common Responses](#)

Appearance

General Appearance 1 2 3 4 5 6 7 0m Eye Down Arrow

Relationships

With Citizens/Community 1 2 3 4 5 6 7 0m Eye Up Arrow

Traffic Stop, With Citizens/Community 2

Suspicious Activity, With Citizens/Community 3

Add ratings comments here...

Average: 2.5

Delete Add Note Save as Draft Submit

Daily Observation Report #56 Start

Patrick Trainee Day Shift District 1 Phase: Phase 2 Hours: 9 Form Date: 02/08/2022 Edit

Activities Performance Summary

Attitude

Attitude toward Police Work 1 2 3 4 5 6 7 0m Eye Down Arrow

Integrity/Ethics 1 2 3 4 5 6 7 0m Eye Down Arrow

Leadership 1 2 3 4 5 6 7 0m Eye Down Arrow

Acceptance of Feedback/FTO/FTP 1 2 3 4 5 6 7 0m Eye Up Arrow

Defensive, makes rationalizations for mistakes.

[View Common Responses](#)

Appearance

General Appearance 1 2 3 4 5 6 7 0m Eye Down Arrow

Relationships

With Citizens/Community 1 2 3 4 5 6 7 0m Eye Up Arrow

Traffic Stop, With Citizens/Community 2

Suspicious Activity, With Citizens/Community 3

Add ratings comments here...

Average: 2.5

Delete Add Note Save as Draft Submit

Attitude toward Police Work

Evaluates the trainee in terms of personal motivation, goals and his/her acceptance of the job's responsibilities.

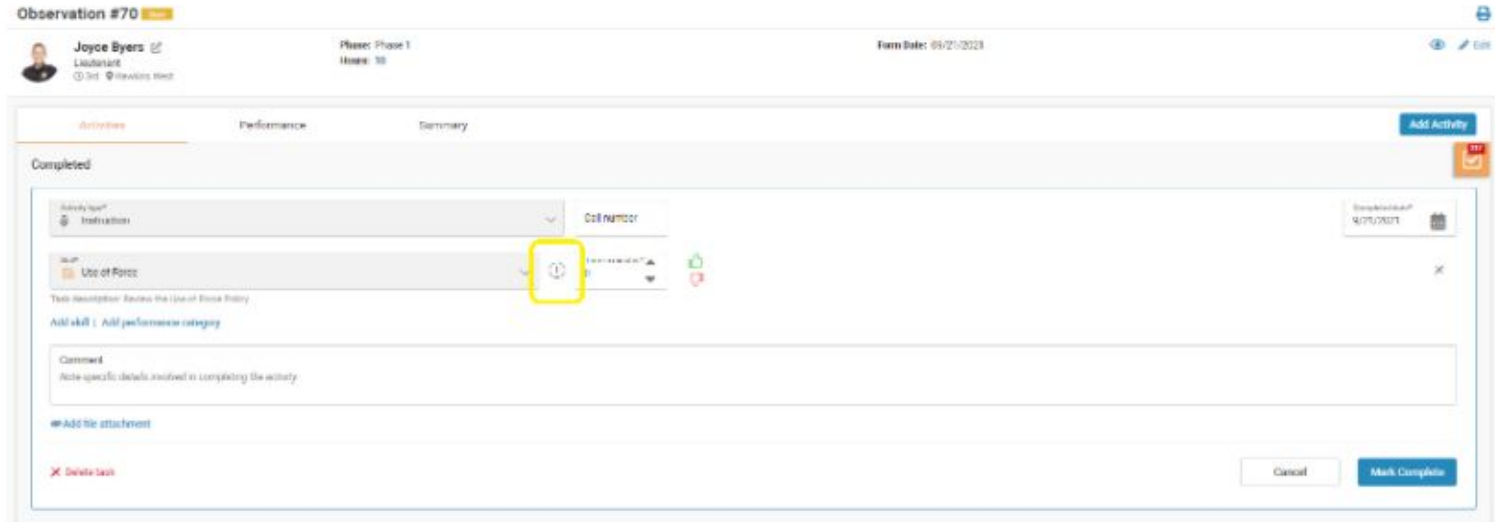
1-3 Unacceptable – Abuses authority. Demonstrates little dedication to the principles of the profession. Is disinterested. Lacks motivation and does not attempt to improve performance.

4-6 Acceptable – Demonstrates an active interest in new position and responsibilities.

7 Superior – Strives to further professional knowledge by actively soliciting assistance from others to improve skills. Demonstrates concern for the fair and equitable enforcement of the law, maintaining high ideals in terms of professional responsibility. Exhibits a desire to complete Field Training and become a productive member of the organization.

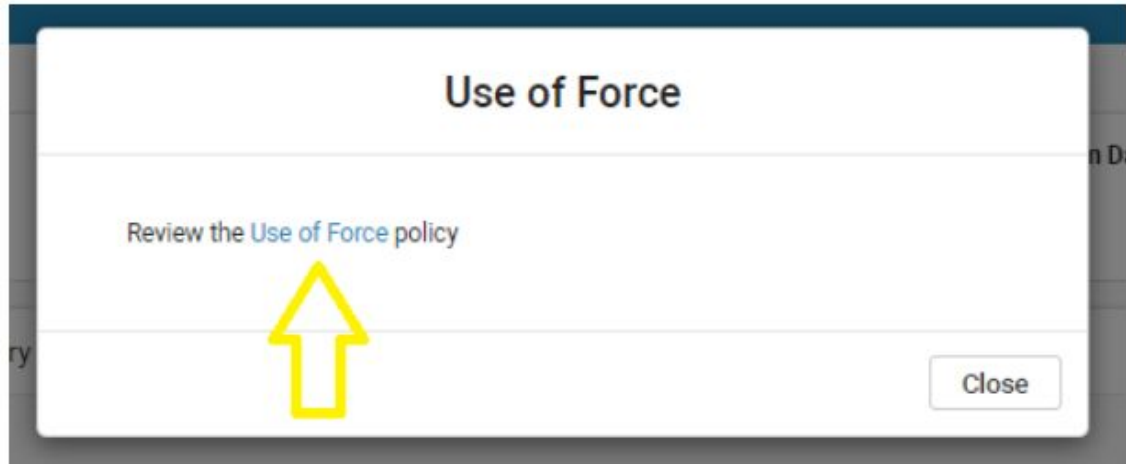
Close





Integrated with PowerDMS Policy

- Imports completed policies from PowerDMS
- Ensures most current version reviewed
- Free to users of PowerPolicy and PowerFTO



	VERSION	2.1
	DEPARTMENT	HR
	UPDATED	9/29/21

HARASSMENT POLICY

A. General

IMPORTANT ADDITION

Our organization strives to create and maintain a work environment in which people are treated with dignity and respect.

The company will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy and by education of employees, our company will seek to prevent, correct and discipline behavior that violates this policy.

B. Prohibited Conduct Under This Policy

In compliance with all applicable federal, state and local anti-discrimination and harassment laws and regulations, enforces this policy in accordance with the following definitions and guidelines:

Discrimination

It is a violation of [Company Name]'s policy to discriminate in the provision of





Gain insights

with access to a robust reports library

- Real-time data at your fingertips
- Early warning system
- FTO features can extend to probationary period

Reports

Report subject: All

Trainee Performance Categories

Monitor trainee's success across performance categories.

Trainee

Trainee Pending Tasks

Understand trainee progress towards completing pending tasks goals.

Trainee

Trainee Skills

Track progress of completed skills for a trainee. Displays both pending tasks and on-the-fly skills.

Trainee

Trainee Performance Trends

View trends in performance category ratings with options to filter by phases and group observations.

Trainee

Trainer Performance

Track how trainers are grading trainees by performance category.

Trainer

Trainee Total Hours

Monitor a trainee's progress by tracking their time spent in training.

Trainee

Trainee Success

Track the success of your training program over a specific time period.

Trainee, Program

Custom Questions Report

View form responses to scoring, radio button and textbox custom questions.

Trainee, Trainer, Program

Remedial Activity Report

Track progress of remedial activities for a trainee.

Trainee

Trainer Total Hours

Monitor the total amount of time spent by trainers.

Trainer

Quiz Report

View average grades and total submissions for quizzes.

Trainee

New

Trainee All Activity Report

View all activities performed by a trainee throughout the training program.

Trainee

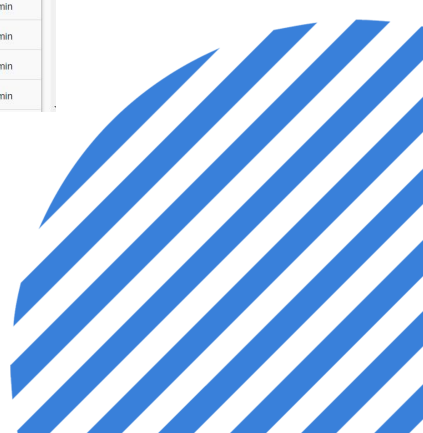
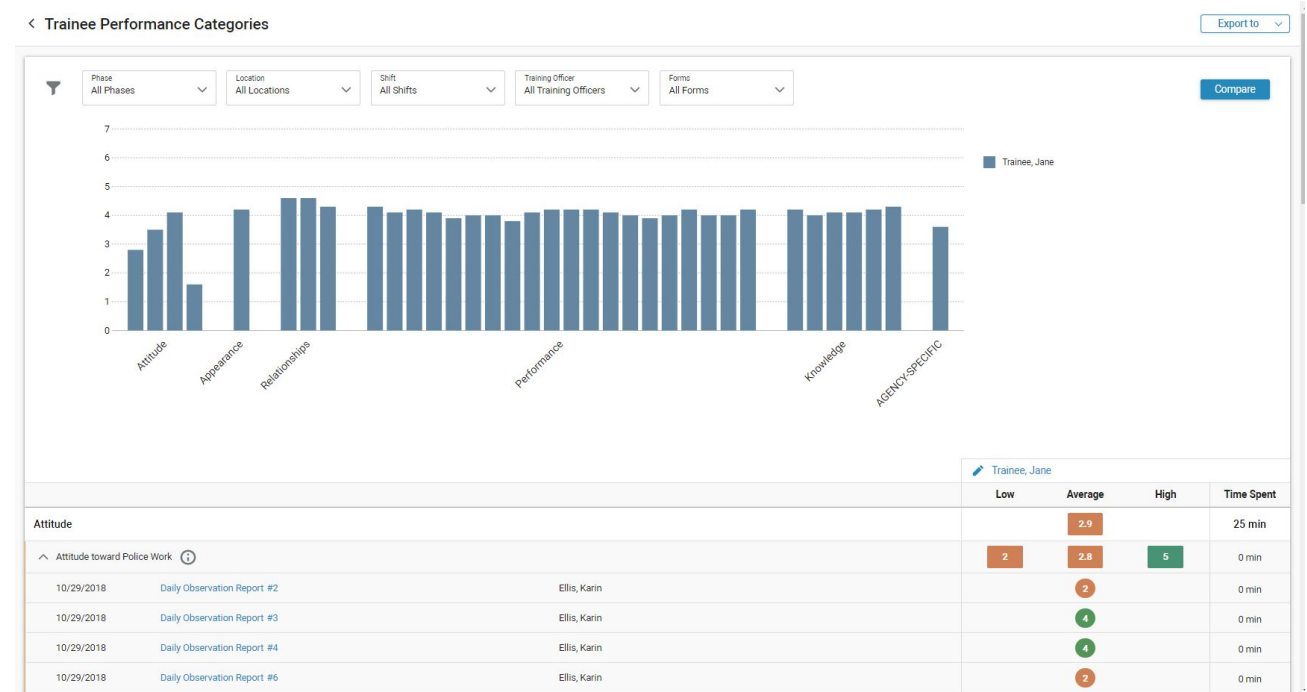
Coming Soon

Trainer All Activity Report

View all activities conducted by a trainer for a specific date range.

Trainer

Coming Soon



Next Steps



Follow-up Email

Expect to receive an email with a link to the full webinar recording and slide deck

Schedule a demo at any time to learn more about a new product.



Account Manager

What's the difference between an Account Manager and CSM?

- **Account Manager:** Works with current customers interested in learning more about our new products
- **Customer Success Manager:** Helps new customers identify and meet organizational goals using the software and provides continuous support



Matt Tenure

Director of Account Management



Entrust 2022

April 13th–15th

#abetterway

What: Annual PowerDMS user conference

Where: Renaissance Orlando at SeaWorld

Why:

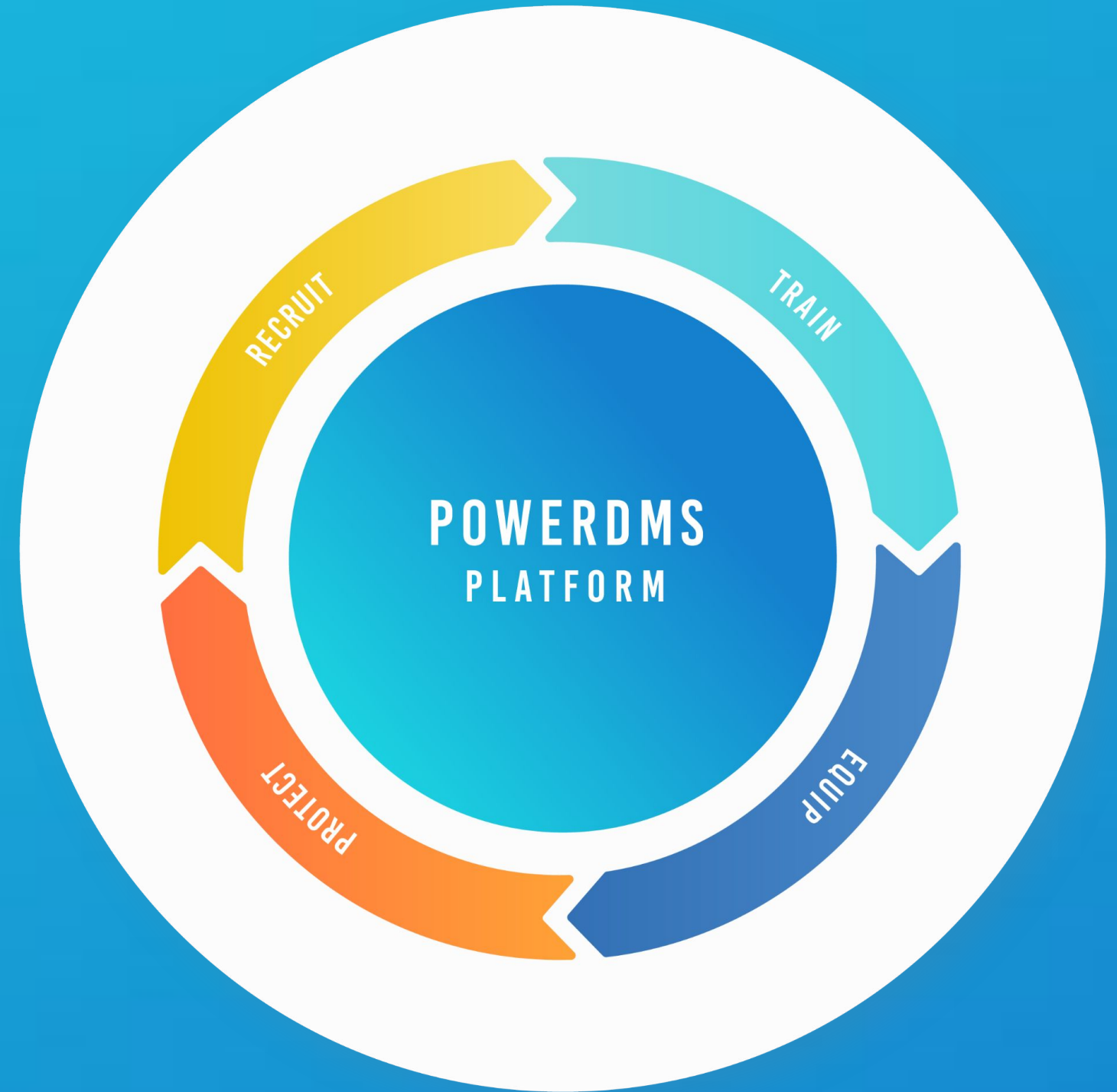
- Invaluable Education
- Networking Opportunities
- Inspiring Thought Leadership

Featuring: A night out at SeaWorld Orlando for drinks, dinner, and connecting with public safety professionals

Visit powerdms.com/entrust to learn more



Which
Solutions
would you be
Interested in?



Q&A



PowerDMS®

Thank you

