

Tyler Technologies and City of Buffalo, New York, Launch Comprehensive COVID-19 Resource Portal

Tyler's Socrata solution helps city hall staff and residents access COVID-19 data and resources

PLANO, Texas (June 9, 2020) – [Tyler Technologies, Inc.](#) (NYSE: TYL) today announced that the city of Buffalo, New York, successfully launched Tyler's Socrata® solution for the public as part of its response strategy for the coronavirus pandemic.

Buffalo, the second largest city in the state of New York, is using Socrata to share data and key updates with city hall staff around COVID-19. The technology connects the city to a variety of data sources, including Johns Hopkins University and the U.S. Centers for Disease Control and Prevention, and creates a [centralized space](#) for internal users and the public to access COVID-19 resources, including

- Pertinent physical and mental health information
- Assistance for small businesses and people looking for work
- Free meals for Buffalo residents
- Support for older residents
- Information on homeless shelters
- Virtual cultural and child-friendly activities

“One of the issues faced by the city, health care providers, and emergency first responders, is misinformation that has been presented as fact,” said Buffalo Mayor Byron Brown. “It’s critically important that people get good information, accurate information, so they can make the proper health care decisions for themselves that have an impact, not only on their health, but their family members and their friends’ health, as well.”

In addition to the public data hub, Buffalo is leveraging Socrata’s internal data-sharing capabilities to create and share internal reports and up-to-date dashboards with commissioners and executive-level staff. As governments across the U.S. consider how and when to reopen their communities, quality data analysis is critical to putting policies in place that keep people safe.

Kirk McLean, director of open data and chief of staff to the city’s CIO, said the goal is to make sure people have the right resources and can consume and understand the data.

“Good, reliable information is key to our measures to reduce the spread of the virus,” McLean said. “The ability to share information about what’s actually happening on the ground is a powerful way to dispel any myths about the severity of the crisis.”

Since 2009, Tyler’s Socrata solution has enabled government organizations to publish and share data internally and with the public in open formats with the [Socrata Open Data API](#). Socrata provides easy-to-deploy and FedRAMP-accredited cloud technology to unlock siloed government data and put it at the heart of every government program. Socrata users have created meaningful outcomes in addressing the opioid crisis, recidivism, and other emerging

issues. Buffalo first launched its open data program, Open Data Buffalo, in 2017. In addition, the city use Socrata Open Budget, Open Finance, Open Payroll, and Open Expenditures, as well as [Citizen Connect - My Neighborhood](#) for 311 calls.

“Data programs like Buffalo’s are more important than ever before,” said Franklin Williams, president of Tyler’s Data & Insights Division. “With Tyler’s technology supporting the city’s response to COVID-19, anyone — from city hall staff to Buffalo residents — can make more informed choices to help stay healthy and safe.”

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 26,000 successful installations across more than 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. A financially strong company, Tyler has achieved double-digit revenue growth every quarter since 2012. It was also named to Forbes' "Best Midsize Employers" list in 2019 and recognized twice on its "Most Innovative Growth Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at tylertech.com.

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