



PRODUCT SHEET

Octave OnCall Records Citizen Reporting



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 because residents report non-emergencies, access information and search statistics themselves

Control data: Agencies tightly control the information residents access, what questions they answer, what reports they submit, what information the agency shares and who can access or approve reports and follow up

Maintain data integrity: Agency personnel must approve reports residents submit before they enter the OnCall Records database

Route reports: Agencies can route incorrectly assigned reports to the correct agency

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

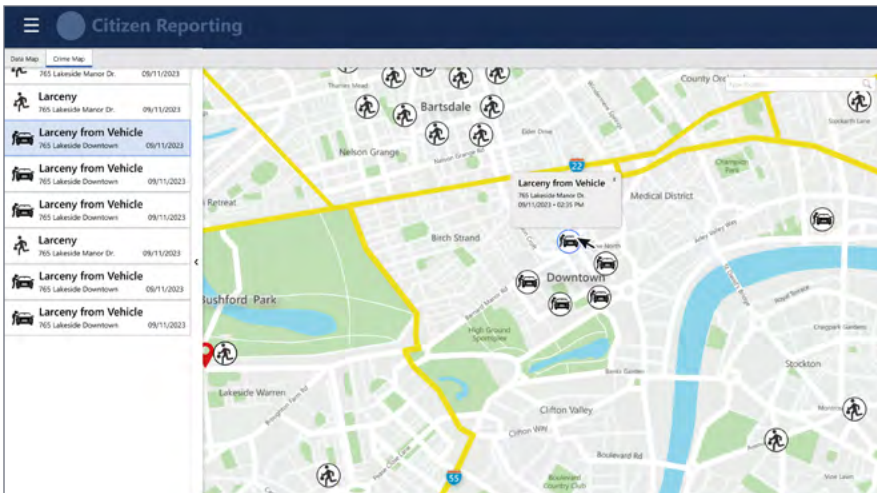
OnCall Records Citizen Reporting links to a law enforcement agency's OnCall Records records management system (RMS). Residents can file preliminary police reports for minor incidents or view crime information for their areas, depending on the agency's customizable configuration.

OnCall Records Citizen Reporting allows residents to:

- Report nonemergency crimes
- View crime data and crime maps
- View arrest, inmate, booking and warrant data based on agency configuration

OnCall Records Citizen Reporting allows law enforcement to:

- Serve the public with speed and transparency
- Use staff efficiently
- Provide self-service and resident-facing tools to the public
- Increase the connection between police agencies and the public



A crime map in OnCall Records Citizen Reporting allows users to see what crimes residents reported and where.

Speed interaction with law enforcement

Residents need to know that local law enforcement is responsive to their needs. Residents often wait longer than anticipated to speak to an officer about minor incidents, especially when agencies are understaffed. With OnCall Records Citizen Reporting, residents can submit reports fast and keep track of the status of those reports.

Increase transparency

Transparency between agencies and the communities they serve helps build public trust. OnCall Records Citizen Reporting increases transparency because residents can view maps of crimes or incidents and search statistics in their areas. Residents can also check the statuses of the nonemergency reports they make.

Decrease staffing issues

When agencies face staffing shortages, OnCall Records Citizen Reporting eases the burden because they can monitor reports without a response to all nonemergencies. Officers can manage report alerts without hindering their response to emergency events. The application also provides peace of mind to residents, who know someone hears their concerns.

Features

Configurable interface: Agencies can configure the public-facing user interface, specific crimes residents can report, fixed searches and more

Drop-down menu: The application allows public users to choose from a drop-down list of minor incidents, then fill in the details and upload relevant photos, if available

Email updates: After a resident files a report, they 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 OnCall Records Citizen Reporting easy to identify

Cloud-based application: Octave hosts OnCall Records Citizen Reporting in the cloud; agencies can use it for both cloud and on-premises deployments

Explore [Octave's public safety portfolio](#)

OnCall Records Citizen Reporting helps improve community safety through reduced officer paperwork, aided investigations and improved administrative and resource management tasks.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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