



Computer Aided Dispatch Solutions

Effectively Manage Emergency Response





Stable



Innovative



Focused



Reliable

Fast

Tyler Technologies' New World™ Computer Aided Dispatch (CAD) is a highly reliable, easy-to-use enterprise solution that gives call takers and dispatchers the information and tools necessary to make critical decisions quickly.

Integrated with the full suite of Tyler public safety solutions, New World CAD is designed to streamline dispatch activity across all disciplines for law enforcement, fire and EMS. It leverages the latest mapping and CAD technology for the fastest and most accurate emergency response, while preparing agencies for Next Generation 9-1-1 (NG9-1-1) and future dispatch requirements.

ADVANTAGES

- Multi-jurisdictional functionality for law enforcement, fire and EMS
- Automated unit recommendations based on proximity and resources
- Industry-leading GIS integration with embedded Esri® and Pictometry mapping
- Highly scalable solution for medium, large and consolidating agencies
- Information sharing and enhanced communication
- High availability with the ability to operate without a server connection
- Respond faster and be better informed with Situational Dynamic Response™



Dispatch

Decrease Response Times with New World CAD

New World CAD helps even the most complex, high-volume, multi-agency dispatch centers decrease response times by leveraging advanced features that put information at the fingertips of call takers and dispatchers. These features include the following:

- Situational Dynamic Response for proximity and resource-based dispatch capabilities
- Embedded Esri GIS and Automatic Vehicle Location (AVL) show the closest available units, traffic data and more
- Save time and minimize keystrokes with configurable command lines and function keys
- Defined questionnaires prompt call takers to query and rapidly collect critical information with ProQA/APCO Meds
- E-911 and Phase II wireless call support
- Leverage shared data with automated NCIC and state queries
- TeleStaff™ automated scheduling solution interface
- CAD paging sends call information to smart phones, pagers and additional devices

Increase Safety with Instant Access to Information

With multi-server search, virtual jackets and distributed records, New World CAD streamlines communication between dispatchers, first responders, officers and firefighters to provide a wealth of information that increases the safety of rescue personnel.

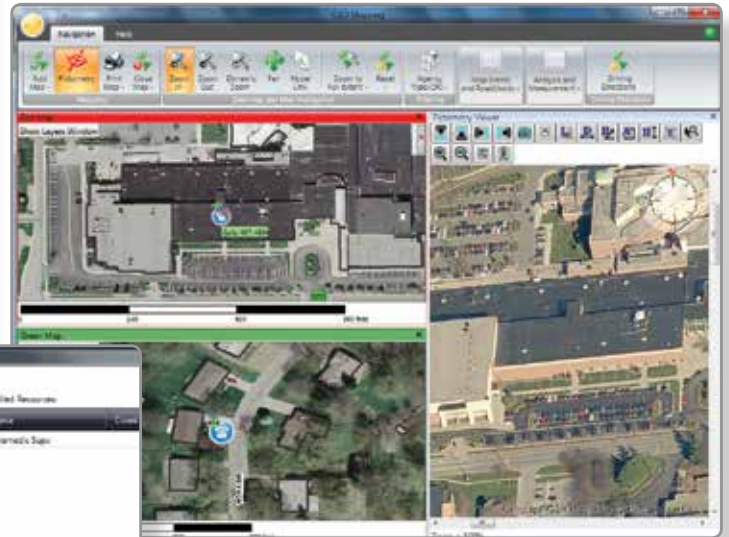
Dispatchers and responders are automatically alerted to potentially dangerous situations based on address, person or vehicle. Location details can be accessed quickly via drill-down capabilities in CAD maps.

Streamline Operations with Native Integration

Agencies can send and receive life-saving updates in real time as New World CAD was designed to natively integrate with New World Law Enforcement Records, Fire Records, Mobile Computing, and Corrections. From a single screen, dispatchers can reference alerts, building/business information, locations, vehicles, guns, pre-plans and more.

Improve Communication & Collaboration

Communication and multi-agency coordination improves with CAD-to-CAD interoperability for transferring call information between dispatch centers. With New World Web CAD Monitor, command staff and field personnel stay informed with real-time call and unit status information via a Web browser.

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Unit 4127: Unit Recommendations

Recommended Units

Unit #	Unit Name	Priority	Date	Unit Type	Role	Status	Last
1	Police (Police Response Role) - Lead 2 Police Units						
2	Dispatch - Priority	00:00:10.000	01A	Patrol	4343	010	Available
3	Fire (Fire Response Role) - Assign						
4	Dispatch - Priority	00:00:10.000	01C-2	Engine	41	010	Available
5	Dispatch - Priority	00:00:10.000	01C	Rescue	41	010	Available
6	Dispatch - Priority	00:00:10.000	01C	Arrival	41	010	Available
7	Fire (Fire Response Role) - Assign						
8	Dispatch - Priority	00:00:10.000	01C	Arrival	41	010	Available

Unfilled Resources

Resource	Unit #	Unit Type	Status
Police (Police Response Role)			

Unfilled Recommendations

Unit #	Unit Type	Status	Unit Name	Role	Agency	Priority
1	Police	Available	Police (Police Response Role)	Police	Police	010

Current Units

Unit #	Unit Type	Status
010	Patrol	Available

Agency Types: [X] Police [X] Fire [X] EMS [Additional Requests]

Current Alarm Level: [Assign]

Apply Show Events On Map

Current Resource Plan: [Override]

Print Plan List

Last Update: 09:59:59 AM Refresh

Easy-to-Use, Configurable CAD Environment is Tailored to Your Procedures

The ability to quickly and easily select different call types (i.e. law enforcement, fire and EMS) that are distinguished by color further aids dispatchers in sending the right response. New World CAD also allows agencies to configure the solution to use their current commands, syntax and procedures to reduce training time.

Simplify Reporting & Accreditation

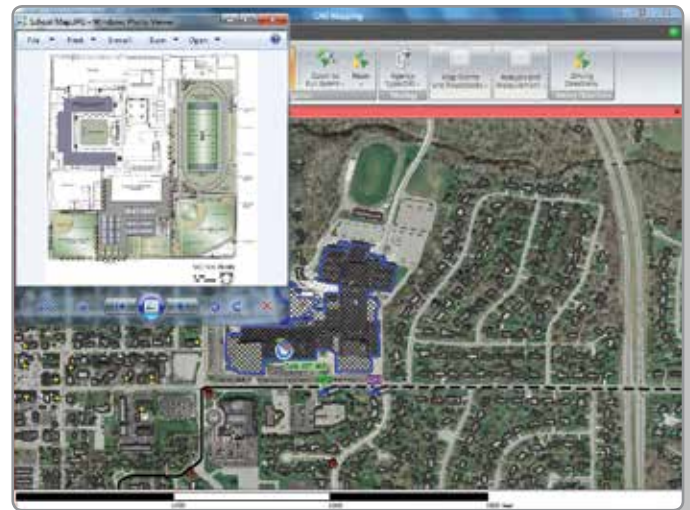
New World CAD offers advanced and easy-to-use reporting that gives agencies insight into operational efficiency and more intelligence for response planning. With the ability to trend, analyze and report on CAD information, agencies can stay on top of crime trends and plan proactive policing initiatives while quickly and easily performing complex fire and police accreditation reporting.

Leading Technology

Advanced, Integrated Mapping with Esri

Tyler's unique development partnership with Esri allows New World CAD to deliver industry-leading GIS integration and Situational Dynamic Response to first responders. These unique NG9-1-1-compliant GIS features provide for better routing that factors in travel time, one-ways, height, weight, turn delays, fractional house numbers, multi-addressable locations and rural addresses.

With AVL, dispatchers can track all units in real time and respond instantly when a unit calls for backup. Because New World CAD leverages existing local Esri map data and the latest technology, CAD maps are easy to maintain and update. In addition, supervisors and authorized personnel can make changes on the fly, reducing downtime and avoiding interruption of dispatch activity.



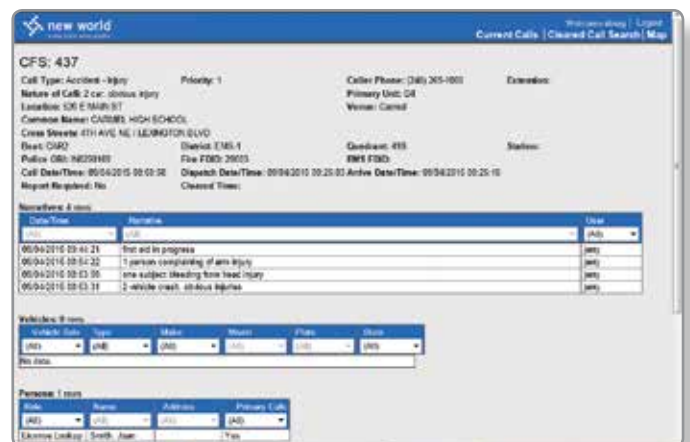
Feature-Rich Mapping

Stability & Strength Dispatchers Can Count On

The technology behind New World CAD makes it one of the most scalable, reliable and powerful enterprise emergency management solutions in the market. It is built to ensure optimal performance in the most complex and high-volume dispatch environments. It maximizes availability by allowing dispatch stations to operate even if there is an interruption with the server.

A Foundation for the Future

The foundation behind New World CAD, coupled with Tyler's continued investments in GIS and CAD technology, provide the framework needed to support NG9-1-1 functionality. New World CAD prepares agencies for future mobility, intelligence and other dispatch requirements.



New World Web CAD Monitor

A Comprehensive Public Safety Software Solution

Computer Aided Dispatch Software for Law Enforcement, Fire and EMS

Call Entry
Call Control Panel
Unit Recommendations
Unit Status & Control Panel
Call Stacking
CAD Messaging
Call Scheduling
Dispatch Questionnaire
GIS/Geo-File Verification

Hazard & Location Alerts
Access to New World Law Enforcement Records
Note Pads
Proximity Dispatch
Unit Status & Control Panel
Fire Equipment Search/Fire Equipment Move
Hazmat Search
Hydrant Inventory
Access to New World Fire Records

Rip-N-Run Remote Printing
Run Cards/Response Plans

Optional Dispatch Software and Interfaces

BOLOS
CAD Mapping
CAD Auto Routing
CAD AVL
Hydrant Inventory
Service Vehicle Rotation

Web CAD Monitor
New World CAD to New World CAD Interface
CAD Paging Interface
E-911 Interface
Pictometry Interface
Pre-Arrival Questionnaire Interface

Encoder Interface
Fire Records Interface
Deccan LiveMUM Interface
Telestaff Interface
ePCR Interface

Mapping & GEO Capabilities in Software

Esri ArcGIS Server Advanced Enterprise & ArcGIS
Runtime
Aerial Photo Layers

Pictometry Imagery
Support for Esri ArcSDE & Geo-Data Replication
Routing & Driving Directions

Esri Data Standard Formats

More About CAD Interfaces & Optional Modules

CAD 911/E-911 Phase II Compliant

- Establishes a direct connection with the telephone company to ensure accurate information for all Emergency 911 calls
- Populates latitude and longitude coordinates for Phase II Cellular E-911 calls

State/NCIC Access

- Direct access to State/NCIC

Information Sharing

- Access to regional data sources in real time, such as other records management, corrections and courts systems, as well as DMV, allowing dispatchers to obtain complete information on a person, vehicle or property
- Web CAD Monitor provides other agencies or dispatch centers with the ability to monitor dispatch center activity via a Web-based Call and Unit Status Monitor

CAD-to-CAD Interface

- CAD-to-CAD Interface enables a call taker or dispatcher to send a Call for Service from their dispatch center to another dispatch center using their New World CAD software

Automatic Vehicle Location (AVL)

- See the units in the field on a map, enhance dispatching operations, and increase officer safety
- Transmits unit location and logs data, including latitude/longitude, speed, direction and closest address, for mapping and tracking purposes
- Use CAD AVL Playback to review incidents, track vehicles or monitor past activity in an area during a specific time frame

Data Analysis | Crime Mapping | Management Reporting

- Streamlines management reporting and analysis
- Allows users to quickly and easily create reports, maps and graphs to provide better allocation of resources in areas of high crime

Decision Support & Command Staff/Supervisor Dashboards

- Access to critical data to report, trend and analyze in multiple ways, which enhances decision making and improves response planning
- High-level overview of operations and performance of dispatch center, including monitoring of incidents, response times, calls, etc.

Software that thinks like you do.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities — to become more efficient, more accessible and more responsive to the needs of citizens. Tyler's client base includes more than 14,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. Forbes has named Tyler one of "America's Best Small Companies" eight times and the company has been included six times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at www.tylertech.com.

info@tylertech.com | 1.800.772.2260 | www.tylertech.com



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