



Incode Public Safety Computer Aided Dispatch

Accurate Information That Puts You in Command



9-1-1. What's your emergency?

Now you're in the moment—collecting information, dispatching help and making sure everyone is safe from the moment you answer to the point of resolution. While calm and collected, you're analytical and precise, always compassionate and constantly thinking on your feet. Details need to be right to work toward a positive outcome. The Incode® public safety Computer Aided Dispatch solution is your partner in collecting accurate information and sending help in record time.



Incode CAD Keeps You Informed All Along the Way

Units are finally arriving on the scene, but support doesn't end there. CAD continues working to maintain the information flow throughout the entire incident to keep everyone informed, help officers form a tactical response and assure a high level of safety from start to finish. These functions drive information and incident reporting as it unfolds:

Single NCIC and LETS Searches: The ability to search for warrant, driver's license and vehicle registration information is already integrated into Incode CAD.

Visual Safety Alerts: Agencies can create warnings related to people, locations and vehicles based on their needs and what officers need to know before arriving on scene.

Resource Allocation: Incode CAD gives dispatchers the ability to allocate the right amount of resources to each incident and support them with mission-critical information before, during and after the call.

Automatic Notifications: Multiple users can simultaneously and seamlessly add data to keep dispatchers, supervisors and responding units informed on a real-time basis.

Messaging: Internal notifications, AMBER alerts and other incident plans and details can be kept off the airways while keeping all critical personnel abreast of the latest details. This leaves normal lines of radio communication open for critical incoming calls.

Call History: Each action within an incident is logged and available to review and share so that responding units or supervisors have the critical information they need to make informed decisions.

“We now have the ability to let officers contact dispatch instantly from their car. They can see their calls through Mobile CAD and are able to message back and forth to dispatch without radio calls. It's a huge improvement that's allowed us to get our response time to less than five minutes.”

— Mike Raute
IT Director
City of Boerne, Texas

Drawing Tools

Helps responding units visualize and avoid hazards, construction, etc. to shave response time.

Mapping

Gives dispatchers and responders live views of active calls and units for quick dispatch.

AVL (Automatic Vehicle Locator)

Tracks all available first responders live and suggests best unit to respond.

Call Sheet Design

Its layout enables quick, intuitive data entry when seconds count.



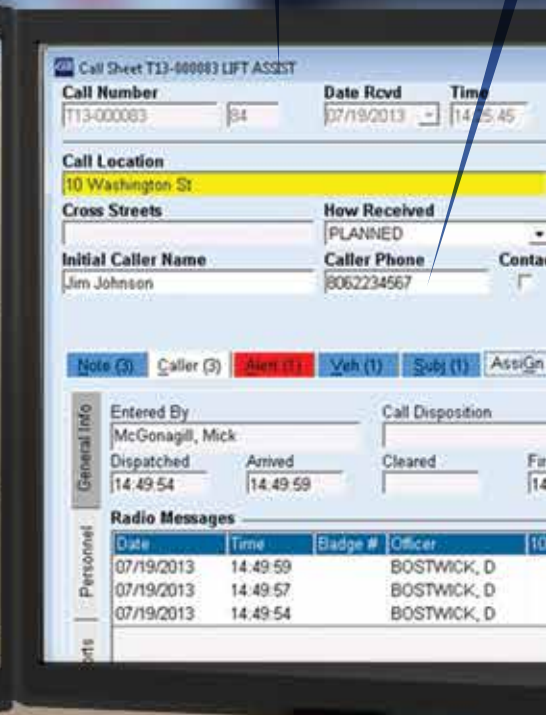
Routing

For quicker response to obscure locations, routing directions can be displayed.



Google Street Views/Search

Keeps responders safe by positively identifying sites they are entering.



Information Retrieval

Dispatchers can retrieve a caller's contact info from the central database without leaving the application.

Smart Dispatch Button

Intuitively moves dispatchers through the call sheet for rapid data entry.

Predictive Command Line

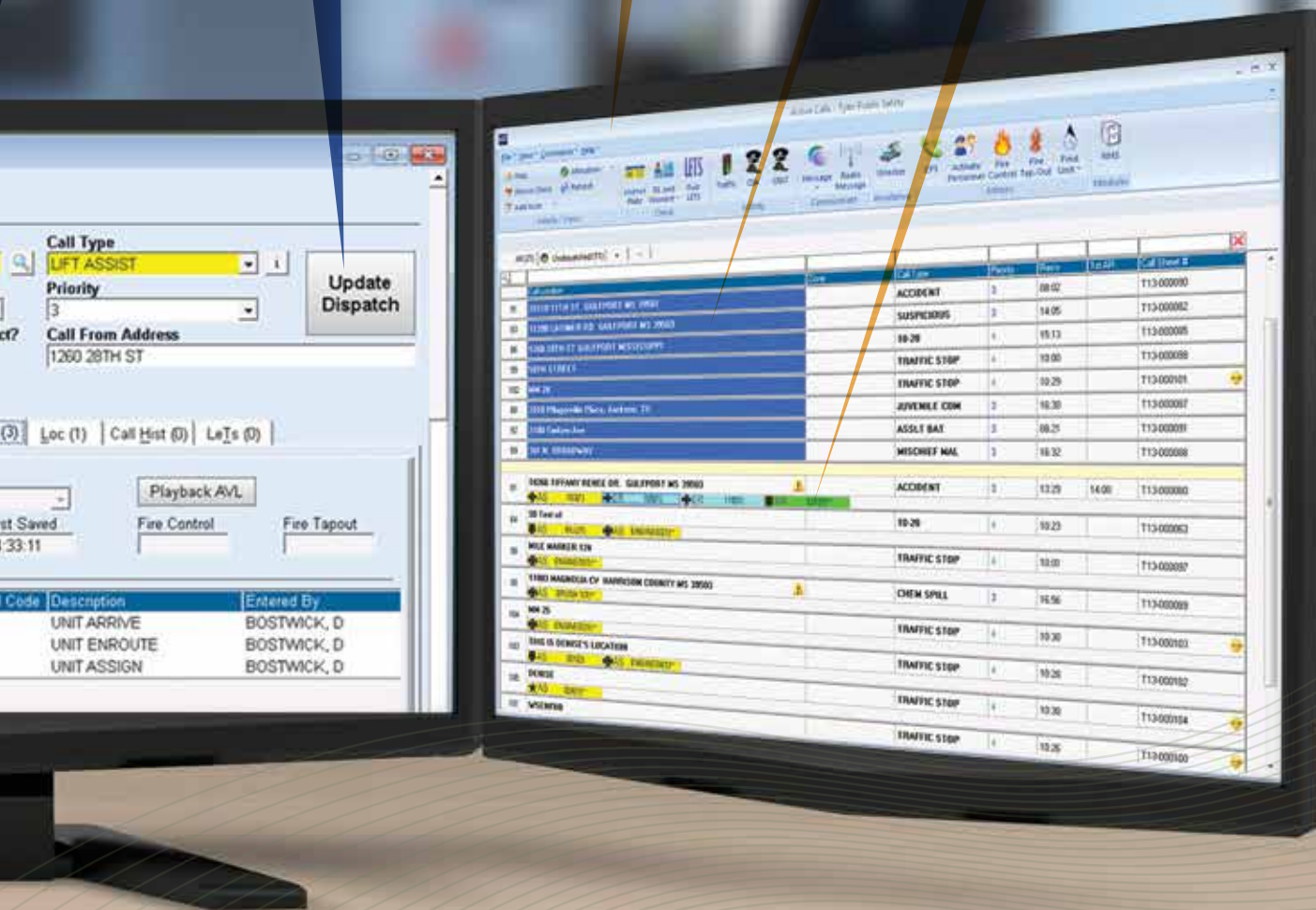
Helps dispatchers key data quicker by suggesting the next data field.

Pending Calls

Unit assignments are made quicker since pending calls are visible.

Assigned Units

Assigned units flow to the bottom and are filterable.



Reporting and Planning That Get You Back to What's Important

The incident has finally come to a conclusion, but before you hit the streets again you've got to report your findings. CAD streamlines all of your reporting so you can get back to what's most important—keeping your jurisdiction safe. These are just a few of the reporting and planning features that get you back on the road quicker:

- **Route and Vehicle History:** CAD records and archives route and vehicle history for each incident.
- **Statistical Reporting:** Run statistical reports for specific areas using layers and colors.
- **Incident Tracking and Mapping:** Track incident details to build all of your statistical reports and display a concentration of types of incidents or crimes in color to visually decide where to allocate resources.



Partnerships That Protect

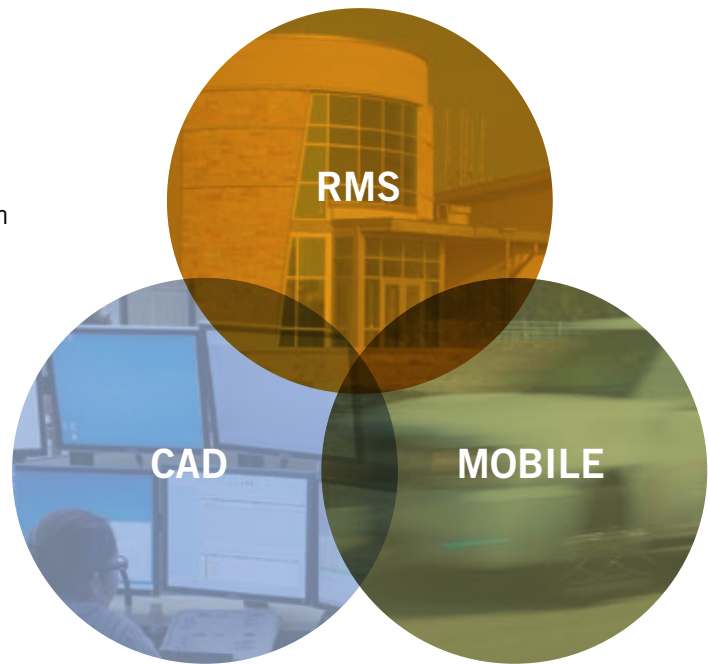
You and your team of professionals combine your personal efforts and strengths to affect lives every day. In the same way, while Incode CAD is proven effective on its own, this solution really shines when paired with other Incode public safety applications, such as Mobile CAD, Incode Records Management System (RMS), Mobile RMS and Mobile Citations. Whether in the office or in the field, these partnerships pay dividends when it comes to protecting your constituents.

Just like you, Tyler is ready to serve

With more than 30 years of service to the public sector, we know what it takes to make your law enforcement agency run efficiently with little downtime. In fact, some of our own support team members have also served in public safety, and they have the domain knowledge to help you optimize your software. We hope you never experience problems with your solutions, but if you do, you can give our 24/7 support line a call and we'll get you up and running—day or night. You serve around the clock, and we do, too.

Tyler's evergreen philosophy reflects our commitment to our clients for the long term. As innovators, we are continually enhancing our solutions through a process of perpetual upgrades over the life of the application. With minimal disruption to our clients' operations and no re-licensing fees, you will receive these upgrades when the time is right for you and continue to retain the most modern software available when you purchase our solutions. Say goodbye to costly upgrades and shake hands with your new partner in public safety technology.

You don't have to sacrifice safety for software. Incode Computer Aided Dispatch is an affordable solution that offers a spectrum of features to fit the needs of everyone in your agency. Contact Tyler Technologies for more information and a demonstration today!



Take the next step.

Contact Tyler Technologies to learn more about Incode Computer Aided Dispatch solutions and to schedule a personal demo.



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Experience that Counts, Technology that Delivers

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 their constituents. Tyler’s client base includes more than 15,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. In 2016, Forbes ranked Tyler on its “Most Innovative Growth Companies” list, and it has also named Tyler one of “America’s Best Small Companies” eight times. 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.

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