

Tyler Technologies to Provide Public Safety Solution to Lehigh and Northampton Counties, Pennsylvania

Tyler to aid in public safety agency consolidation with New World solution

PLANO, Texas (July 12, 2017) – [Tyler Technologies, Inc.](#) (NYSE: TYL) signed an agreement with Lehigh County, Pennsylvania, for Tyler’s New World™ public safety solution. Lehigh County signed the agreement and will act as the fiduciary, and the system will be used by both Lehigh and Northampton counties. The agreement, which is the single largest deal for New World public safety, will work with two counties’ public safety answering points (PSAPs) and deliver them one combined Computer Aided Dispatch (CAD) and Mobile Data system.

Due to 911 legislation passed in 2015 (ACT12), which funds a large percentage of all PSAPs operating budgets, non-county PSAPs in Pennsylvania are required to consolidate. The cities of Bethlehem and Allentown are both scheduled to lose their funding for their individual PSAPs in 2019. These cities are the last two municipalities to hold PSAP status and funding due to previous legislation. To determine the best approach to the pending consolidation, the counties and cities hired MCM Consulting Group, Inc. to conduct a PSAP study on the best way for the neighboring agencies to address the requirements. Their study revealed that implementing a common software system for Lehigh and Northampton counties would be the most efficient and best approach for better public safety.

With the Fire and EMS agencies in the commonwealth having very complex response plans, Lehigh and Northampton counties required a vendor that would perform a seamless integration with best-in-class software. Tyler has strong experience in Pennsylvania, becoming the leading provider of CAD solutions for PSAPs across the commonwealth and adding nearly a dozen PSAPs as public safety clients over the last two years. In addition, Tyler has successfully implemented public safety software in consolidation situations like the one in Lehigh and Northampton counties, including Snohomish County, Washington; METCOM 911 in Woodburn, Oregon; and the entire state of Delaware. Lehigh and Northampton counties are working with Essential Management Solutions to manage the project, who were instrumental in the PEMA application process to obtain the funding for the agencies.

“There is a lot of complexity that goes into a consolidation of agencies, and we needed a vendor that would not only deliver a strong CAD product, but would also be able to manage different needs from our two agencies,” said Laurie Bailey, 911 director, Lehigh County Emergency Services. “We are confident Tyler’s solution will allow us to efficiently handle our calls for service, easily transfer requests, and provide the best service while increasing safety for our constituents.”

“We’re eager to see how the New World CAD solution will help our response be more seamless, since we will be doing a true CAD sharing between our county and Lehigh County,” said Todd Weaver, deputy director, Northampton County EMA. “We’re hopeful the consolidation will make our agencies stronger together with Tyler’s software as our common resource to better serve our community.”

The New World CAD solution will help the two counties improve response times with its functionality that allows call takers and dispatchers to make critical decisions quickly. It will also provide valuable information through Tyler's Esri-based CAD mapping solution, improving the agencies' tactical analysis. Finally, with the addition of mobile messaging, agencies can perform critical tasks from the road and access mission-critical data, which will help them to easily communicate and share data with the other agencies.

"We're confident in our ability to bring a solid CAD and mobile solution to these counties that will be brought together by the consolidation," said Greg Sebastian, president of Tyler's Public Safety Division. "Our comprehensive, easy-to-use solution will effectively manage the critical activities of each agency and allow for interaction between them. Our solution will also provide these two counties the ability to transfer calls for service to other neighboring customers who are also utilizing Tyler's CAD solution for improved response times. Our previous experience throughout the commonwealth has prepared us for this complex project, and we're eager to begin the implementation process."

Lehigh and Northampton counties are located roughly 70 miles northwest of Philadelphia.

About Tyler Technologies, Inc.

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 2017, *Forbes* ranked Tyler on its "Most Innovative Growth Companies" list, and it has 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 tylertech.com.

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