



Mark43 CAD

Multidisciplinary, cloud-native CAD for smarter, faster, trusted dispatch



With staffing and average tenures at historic lows, dispatchers and first responders face increasing stress and burnout while tackling larger-scale problems to support than ever before. That's why modern technology needs to be deployed to transform operations - augmenting dispatchers and responders to facilitate faster response times and safer outcomes. Solutions must be powerful yet user-friendly, resilient, and adaptable - and that's where Mark43 comes in.

Mark43 CAD is cloud-native, ensuring security, resilience, and continuous availability even during natural or manmade disasters - all without burdening local IT teams. Built as an open and integrated solution, it connects with other public safety tools and data sources to drive smarter workflows, and enables automated, intelligent response plans that accelerate operations while keeping human judgment at its core. When used in conjunction with Mark43's intelligent public safety platform, it delivers faster and smarter end-to-end law enforcement, fire and EMS operations.

KEY BENEFITS

- **Built for operations of all sizes and disciplines**
Supporting Emergency Communications Centers (ECCs) dispatching law enforcement, fire, and EMS with support for cross-staffing, specialty tiers/ALS, and mutual aid, providing one CAD for the complete operation.
- **Accelerated response times**
With modern UX and adaptable tools, teams can operate in the way that fits them best. Situational context and configurable objectives such as closest-appropriate-unit recommendations enable faster response.
- **Automated response with human judgment**
Reduce the time to build and manage response plans from weeks to minutes, with intelligent recommendations and predictive outcomes. Automate dispatch to speed response while keeping human-in-the-loop control to enable teams to leverage their experience and empathy.
- **Removes doubt and delay**
Transparent recommendations and response logic provides trust by displaying rule provenance and predicted results, reducing second-guessing in the field, conserving precious resources for when they matter most.
- **Reliable and resilient**
Always-on operations with resiliency, security, and 99.95% uptime without requiring local IT support. The cloud-native solution enables dispatch from anywhere via application, browser or mobile, enabling continuous operations even when local facilities are impacted.



With Mark43, our mission-critical systems stay operational during the worst weather conditions. Partner jurisdictions experience significant technology outages, but LSP keeps running.

- Allen Carpenter, Retired Detective
Lieutenant and Project Consultant,
Louisiana State Police



Our first responders wear many hats—they're both law enforcement officers and firefighters—which means they need technology that keeps up. Whether responding to an airport emergency or a maritime incident, our teams need real-time information at their fingertips. Mark43 CAD will give our dispatchers and officers the critical data they need—faster and seamlessly—so they can make better decisions, stay safe, and serve our community more effectively. This investment is a force multiplier, enabling our officers and responders to save time, work smarter and support better public safety outcomes.

- Chief Fernandez, San Diego Harbor



INDUSTRY STANDARD MARK43 CAD FOLLOWS:

Association of Public-Safety Communications Officials (APCO)

National Emergency Number Association (NENA)

Integrated Justice Information Systems (IJIS)

Criminal Justice Information Systems (CJIS) - FBI

National Fire Incident Reporting System (NFIRS)

National Emergency Response Information System (NERIS)

National Emergency Medical Services Information System (NEMSIS)

PRODUCT FEATURES

- Intelligent Plan Builder**
 Capture agency, local policy/SOP, NFIRS/NERIS/NEMSIS, and best-practice rules in plain language. Mark43 CAD compiles complete, auditable response plans in seconds.
- Predictive Impact Modeling**
 Preview effects of changes on response times, coverage, station drawdown, specialty availability, and workload to optimize response plans.
- Automated Response Engine**
 Run plans automatically and preserve human control of each step to minimize response times and reduce errors while keeping dispatchers in command.
- Transparent Explanations**
 Show rule provenance and inputs behind every recommendation to build dispatcher and responder trust and remove doubt and delay during operations.
- Multi-discipline functionality for law, fire, EMS**
 Honors cross-staffing, specialty/ALS tiers, mutual aid, boundaries, and operational calendars.
- Best-in-class GIS**
 Native ESRI integration and mobile-first mapping to show where teams are at all times, in and out of vehicles.
- Self-initiate for First Responder**
 Teams can initiate events from their MDT or smartphone, and with real-time connection and visibility to dispatchers.
- Open and Connected**
 Integrations with public safety tools including ProQA, RapidSOS, ANI/ALI, E911, and what3words, data from NCIC, NLETS and state/county systems, and data-sharing with partner agencies simplify workflows, surface key data at dispatch, and support multi-agency collaboration.
- Seamless integration with the Mark43 Platform**
 Gain efficiency across public safety operations by sharing event details, location history and operational data with Mark43 OnScene, RMS and Insights.

