



v3.44.1 Stable • v4.0 NewUI in Development

## Tickets CAD

The only free, full-featured Computer Aided Dispatch system for organizations that need it most but can afford it least.

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**50,000+**

DOWNLOADS

**30+**

YEARS ACTIVE

**\$0**

COST FOREVER

**100%**

OPEN SOURCE

## See It In Action

The new v4.0 interface features a modern dark theme, drag-and-drop dashboard widgets, real-time mapping, and a keyboard-first design for fast dispatching.

**Incidents**

| ID | SCOPE                              | TYPE       | LOCATION   | SEV | UNITS | PTS | ACT | UPDATED       |
|----|------------------------------------|------------|--|-----|-------|-----|-----|---------------|
| 11 | 11/TBD                             | examp2     | Bloomington City Hall, 1800, West Old Shakopee Road, Bloomington, Hennepin County, Minnesota, 55 Bloomington | 1   | 0     | -   | -   | 3/16 12:57 AM |
| 15 | My summary of 315 Park             | examp1     | ... Ave S Minneapolis  | 0   | 0     | -   | 2   | 3/19 02:59 PM |
| 19 | Fire Alarm                         | AlarmAct   | ... Eagan  | 0   | 1     | -   | 3   | 3/17 09:58 PM |
| 20 | Fire alarm                         | AlarmAct   | ... Ave S Bloomington  | 0   | 0     | -   | 5   | 3/17 08:52 PM |
| 21 | Welfare check                      | WelfareChk | ... Ave S Minneapolis  | 0   | 0     | -   | 1   | 3/16 10:03 PM |
| 18 | Fire Alarm Sounding                | AlarmAct   | ... Avenue South Minneapolis   | 0   | 0     | -   | 1   | 3/16 08:05 PM |
| 17 | testing again 1325 Park as example | examp1     | ... Ave S Minneapolis  | 0   | 0     | -   | 1   | 3/16 03:48 PM |

**Responders**

| NAME        | HANDLE | TYPE    | STATUS    | ASSIGNED |
|-------------|--------|---------|-----------|----------|
| Engine 2    | E2     | example |           | 1        |
| Test Unit 1 | TU1    | example | available | 1        |
| CERT Team A | CTA    |         |           | 0        |
| Medic 1     | M1     | example |           | 0        |
| Medic 2     | M2     | example |           | 0        |
| Net Control | NC     |         |           | 0        |
| Patrol 1    | P1     |         |           | 0        |
| Patrol 2    | P2     |         |           | 0        |

**Facilities**

| NAME                                     | TYPE            | STATUS | HOURS       |
|--|-----------------|--------|-------------|
| Bloomington Civic Plaza Radio Room       | ICC             | Open   | 00:00-23:59 |
| Bloomington Civic Plaza Radio Room Test2 | ICC             | Closed | 00:00-23:59 |
| Community Center                         | ICC             |        | -           |
| Fire Station #1                          |                 |        | -           |
| General Hospital                         | Vehicle Storage |        | -           |

**Statistics**

- 12 OPEN
- 10 UNASSIGNED
- 0 ON SCENE
- 0 AVAILABLE
- 2 DISPATCHED
- 0 RESPONDING
- 0 CLOSED TODAY
- AVG DISPATCH

**Recent Events**

| TIME     | EVENT           | BY    | INFO              |
|----------|-----------------|-------|-------------------|
| 11:03 PM | Incident Opened | admin | #21 Welfare check |
| 08:15 AM | Sign In         | guest |                   |
| 07:54 AM | Sign In         | admin |                   |
| 02:09 AM | Facility Added  | admin | 1                 |
| 01:57 AM | Incident Opened | admin | #11 11/TBD        |

**Dashboard** — Dark mode with draggable widgets: incidents, responders, map, statistics, facilities, communications, and recent events.

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**Light Theme** — Toggle between light and dark themes instantly. Both are designed for extended use in dispatch environments.

**New Incident** — Two-column layout with form on the left, map and responder assignment on the right. Geocoded addresses with click-to-set map coordinates.

| NAME     | CALLSIGN | TYPE | STATUS | TEAM | PHONE | AVAIL |
|----------|----------|------|--------|------|-------|-------|
| Jennifer | KB9GII   | N/A  | N/A    |      |       | ●     |
| Sarah    | KC9AUC   | N/A  | N/A    |      |       | ●     |
| Lisa     | WBS      | N/A  | N/A    |      |       | ●     |
| David    | KD5      | N/A  | N/A    |      |       | ●     |
| Carlos   | KAS      | N/A  | N/A    |      |       | ●     |
| Marcus   |          | N/A  | N/A    |      |       | ●     |
| Michael  |          | N/A  | N/A    |      |       | ●     |
| Rachel   | PC9A     | N/A  | N/A    |      |       | ●     |

**Personnel Roster** — Manage members with callsigns, FCC license lookup, certifications, training records, team assignments, and communications identifiers.

**Incident Types**

Type Name: WxSpotter | Group: RACES | Severity: Elevated | Sort Order: 6

Description: Weather Spotter Report | Color: [Redacted] | Map Radius: 8000

Protocol:
 

- Record spotter call sign and exact location.
- Document observation: wind speed, hail size, funnel rotation.
- Relay immediately to NWS via SKYWARN net.

Regex Match Pattern (auto-selects this type when description matches): weather.\*spot[spotter|severe.\*weather.\*report|tornado.\*spot|funnel|hail.\*report

Test Pattern: Type sample text to test the pattern...

| ID | TYPE       | GROUP | SEV      | COLOR      | PATTERN | SORT |
|----|------------|-------|----------|------------|---------|------|
| 13 | EmergNet   | RACES | Critical | [Redacted] | [Link]  | 1    |
| 1  | examp1     | grp 1 | Normal   | [Redacted] | [Link]  | 1    |
| 2  | examp2     | grp 2 | Normal   | [Redacted] | [Link]  | 2    |
| 14 | MsgRelay   | RACES | Normal   | [Redacted] | [Link]  | 2    |
| 15 | CommFail   | RACES | Elevated | [Redacted] | [Link]  | 3    |
| 16 | ShelterCom | RACES | Normal   | [Redacted] | [Link]  | 4    |
| 17 | DmgAssess  | RACES | Normal   | [Redacted] | [Link]  | 5    |
| 18 | WxSpotter  | RACES | Elevated | [Redacted] | [Link]  | 6    |

**Configuration** — 30+ settings panels covering system, users, personnel, communications (Email, SMS, Slack, Meshtastic, DMR), locations, and more.

**Scheduling**

Shifts | Events 2

Shift Templates:
 

- New On-call test (Active)
- Skywarn 4-Week Rotation (Active)

Week View: 3/23 — 3/29 | Today

Template Settings:
 

- Name: Skywarn 4-Week Rotation
- Description: Primary Skywarn net control rotation. 24/7 coverage with Manager + 2 Support positions. 4-week cycle.
- Rotation Weeks: 4 | Timezone: America/Chicago
- Active: [Checked]
- Roles:
  - Net Manager: 1-1 slots
  - Support: 1-2 slots
  - Observer: 0-4 slots

| SHIFT                  | MON 3/23     | TUE 3/24       | WED 3/25      | THU 3/26     | FRI 3/27       | SAT 3/28      | SUN 3/29     |
|------------------------|--------------|----------------|---------------|--------------|----------------|---------------|--------------|
| Morning 6:00a-2:00p    | WSXYZ, KESTU | KDRLMN, WBSVWX | KC9ABC, NPPQR | WSXYZ, KESTU | KDRLMN, WBSVWX | KC9ABC, NPPQR | WSXYZ, KESTU |
| Afternoon 2:00p-10:00p | WSXYZ, KESTU | KDRLMN, WBSVWX | KC9ABC, NPPQR | WSXYZ, KESTU | KDRLMN, WBSVWX | KC9ABC, NPPQR | WSXYZ, KESTU |
| Night 10:00p-6:00a     | WSXYZ, KESTU | KDRLMN, WBSVWX | KC9ABC, NPPQR | WSXYZ, KESTU | KDRLMN, WBSVWX | KC9ABC, NPPQR | WSXYZ, KESTU |

**Scheduling** — Shift templates and event management with role-based assignments, self-signup, and time slot management.

## Built For Those Who Serve

Tickets CAD serves organizations where the budget is zero but the mission is critical.



Volunteer Fire  
Departments



ARES / RACES Ham  
Radio



CERT Teams



Campus Security



Small EMS Agencies



Event Medical  
Services



Search & Rescue



Training Programs

## Feature-Rich Out of the Box

Everything you need for dispatch operations, included for free. No per-module pricing, no add-on fees.



### Incident Dispatch

Full incident lifecycle management with unit assignment, action logging, timestamps, severity tracking, and complete audit trails.



### Interactive Mapping

Leaflet-powered maps with OpenStreetMap tiles, geocoded incident locations, weather overlays, road conditions, and custom map markups.



### Multi-Mode Communications

Built-in chat, SMS (Twilio, BulkVS, Pushbullet), email (SMTP), Slack, Zello push-to-talk, Meshtastic mesh networking, and DMR radio messaging.



### Location Tracking

7 location providers with priority resolution: APRS, Meshtastic, OwnTracks, OpenGTS, DMR GPS, browser geolocation, and more.



### ICS Forms & Winlink

NIMS-compliant ICS forms (213, 214, 309) with Winlink XML export for radio-based messaging during internet outages.



### Role-Based Access (RBAC)

65 granular permissions across screens, widgets, actions, and data visibility. 6 default roles from Super Admin to Field Unit.



### Real-Time Alerts

Server-Sent Events for instant updates. Audio alerts with distinct tones for new incidents, high severity, and assignments. Webhook integrations.



### Personnel Management

Member records, FCC callsign lookup, certifications, training records, team assignments, scheduling with self-signup, and equipment tracking.



### Facility & Capacity

Hospital beds, shelter capacity, station status. Track availability by category (ICU, ER, pediatric, shelter spots, ventilators).

# How It Compares

The features you need at a price you can afford.

| Feature              | Tickets CAD                                 | Commercial CAD       |
|----------------------|---|----------------------|
| Cost                 | Free Forever                                | \$100K – \$2M+       |
| Annual Fees          | None  | \$20K – \$200K+/year |
| Incident Management  | ✓   | ✓                    |
| Interactive Mapping  | ✓ Leaflet/OSM                               | ✓ Esri (extra cost)  |
| Unit Tracking / GPS  | ✓ 7 providers                               | ✓                    |
| Mobile Access        | ✓   | Often extra cost     |
| ICS Forms            | ✓ + Winlink                                 | Sometimes            |
| Multi-Mode Messaging | ✓ Chat, SMS, Email, Slack, Zello, Mesh, DMR | Varies               |
| APRS Integration     | ✓   | Rare                 |
| Source Code Access   | ✓ Full Source                               | ✗ Proprietary        |
| Self-Hosted          | ✓ Your data, your server                    | Rarely               |
| Vendor Lock-in       | None  | Significant          |

## Runs Anywhere

Minimal requirements. Runs on hardware as modest as a Raspberry Pi or a \$5/month VPS.

SERVER

**Apache + PHP 7.4+**

DATABASE

**MySQL / MariaDB**

CLIENT

**Any Modern Browser**

NETWORK

**LAN or Internet**

DOCKER

**Image Available**

## Ready to Get Started?

Download, install, and start dispatching in minutes. Join thousands of organizations already using Tickets CAD.

[↓ Download Now](#)

[📖 Installation Guide](#)

[💬 Google Group](#)

## Project History

From an idea sparked by a hurricane to software protecting communities worldwide.

Tickets CAD was created in **2005** by **Arnold "Arnie" Shore**, a retired federal communications expert from Annapolis, Maryland. After a friend working in a Florida county emergency operations center during a hurricane had no CAD software due to budget constraints, Arnie recognized that volunteer agencies across the country faced the same problem — they needed dispatch tools but couldn't afford commercial systems.

Arnie founded the **Open ISES Project** (Open Information Systems for Emergency Services) on SourceForge on August 2, 2005, adapting Daniel Netz's open-source PHP-Ticket system into a full computer-aided dispatch application. He served as Lead Developer and Project Leader for 18 years, joined along the way by contributors including Robert Austin, Andy Harvey, Alan Jump, Mike Harris, and Bill Kramer.

In May 2023, Arnie handed the project to **Eric Osterberg (NONKI)**, who continues to maintain and modernize the system. The v4.0 NewUI — a complete rewrite with a modern interface, real-time communications, and expanded integrations — is currently in active development.

Tickets CAD is an open source project licensed under the GPL v2.0.

[GitHub](#) • [Google Group](#) • [SourceForge](#) • [ticketscad.com](#)

Founded by Arnie Shore (2005). Maintained by Eric Osterberg and contributors.